



OPA Uniform Enforcement Security Officer Job Description

Reports to: Guest Relations/Security Director
FLSA: Hourly – Full-Time and Part-Time Position
Approved By: Chief Executive Officer and HR Director

Position Summary:

The uniformed enforcement security officer, will welcome and greets guests, answers questions, and provide excellent customer service to contribute to an overall memory-making experience. This position is responsible for the safety and security of all guests, employees, and assets of Oaks Amusement Park by enforcing all rules and policies to provide a healthy environment, as well as carrying out all duties as directed by the Guest Relations/Security Director.

Essential Duties and Job Responsibilities:

- Effectively communicate with individual and groups of guests, internal and external customers by demonstrating respect and courtesy.
- Assist guests with any questions or park rules.
- Observe behaviors to protect from potential violations.
- Be calm and professional while managing difficult guest concerns and complaints by taking corrective action.
- Ensure the security and safety of the park by monitoring all areas within the park and rink.
- Keep level-headed and do fact finding and gathering through interviews, reports and observations.
- Assist employees with cash transportation.
- Write detailed fact findings report of any incidents.
- Patrol all areas of the park to prevent and reduce loss of park assets.
- Use handcuffs to restrain person(s) placed under “Citizens Arrest”.
- Direct and control parking.
- Locate lost person(s) and property.
- Operate a golf cart, bobcat, bicycle or other transportation vehicle.
- Provide First Aid, CPR and or use AED as needed.
- Inform Director (s) of any significant concerns and problems.
- Perform other work as assigned which may not be listed above. These duties may change with or without notice.

Qualifications:

- Must be 18 years old or older.
- A high school diploma or GED is required.
- Must have a valid driver's license and reliable transportation.
- A Security Certification preferred.
- Able to pass a drug and background check.

Knowledge, Skills and Abilities:

- Communicate and provide consistent, friendly and helpful customer service to guests and all park employees.
- Able to observe and pay attention to surroundings.
- Listen and communicate clearly on a multi-channel radio.
- Work independently and effectively manage internal and external customers.
- Critical thinking and problem solving skills.

Physical Demands:

- Constantly using hands for grasping and holding objects necessary for performing duties.
- Able to climb, twist, bend, stoop, reach and or kneel.
- Able to restrain person while applying handcuffs.
- Able to lift, up to 50 pounds in place or move across a distance.
- Able to walk and stand for several hours at a time.
- Able to work outdoors year round, under varying weather conditions.

Schedule:

- Schedules could vary between; Days: 7 am to 3 pm, Swing Shift: 3 pm to 11 pm or Graveyard: 11 pm to 7 am. And is 40 hours a week. MUST be able to work flexible schedule to meet the needs of the park.

Wage:

- This is a Full-Time or Part-time, position and maybe seasonal. Wage to start for Certified, \$16.00 and Non-Certified, \$14.00 an hour.

Benefits:

- At Oaks Park, some amazing employee perks include free rides and roller skating, discounts on food, REAP card (while supplies last) which allows an employee and a guest to visit several other Non-Profit venues within the state, along with a GREAT FUN atmosphere to work in.

Oaks Park welcomes people from all walks of life and is an inclusive workplace. We believe a great team makes the dream work! Oaks Park is a drug free workplace and pre-employment drug screen and background check are required.