



## Public Safety Supervisor

### Job Description

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| <b>DEPARTMENT:</b>    | Public Safety         | <b>FLSA STATUS:</b> | Non-Exempt            |
| <b>REPORTS TO:</b>    | Public Safety Manager | <b>STATUS:</b>      | Full Time, Seasonal   |
| <b>DATE APPROVED:</b> | 09.2026               | <b>APPROVED BY:</b> | Public Safety Manager |

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### ABOUT THE SUMMIT AT SNOQUALMIE

The Summit at Snoqualmie is the Pacific Northwest's premier multi mountain ski resort, located 47 miles east of Seattle at Snoqualmie Pass. The property spans five base areas and 20 chairlifts across Summit West, Summit Central, Summit East, and Alpentel within the Mt. Baker-Snoqualmie National Forest. A four-season operating model includes a mountain bike park and one of the most accessible ski destinations in North America.

The Summit at Snoqualmie is proud to be part of the Boyne Resorts family of resorts. Boyne Resorts is the largest family owned, independent mountain resort company in North America, guided by five core values: Serve First, Developing Great People, Attitude is Everything, Long Term Thinking, and Excellence in Execution.

### POSITION SUMMARY

The Security Supervisor supports the daily operations of the resort's safety and security team. This role provides direct supervision of security staff, ensures a visible and professional presence across resort property, and responds to incidents with leadership and professionalism. The Security Supervisor acts as a first responder to guest and employee concerns, supports safety and emergency protocols, and helps maintain a safe, secure, and welcoming mountain environment for all.

### HOW YOU WILL LEAD: BOYNE L.E.A.D.S. VALUES

This role is expected to model and reinforce Boyne Resorts L.E.A.D.S. values at every level of the organization

1. **Long Term thinking:** *Support ongoing improvements to safety protocols and proactively suggest strategies to prevent incidents before they occur.*
2. **Excellence in Execution:** *Respond quickly, calmly, and professionally to security incidents while ensuring accurate reporting and proper follow-up.*
3. **Attitude is Everything:** *Lead by example with a positive, respectful, and service-first mindset.*
4. **Develop Great People:** *Mentor and support team members, helping them build confidence, skills, and a guest-focused attitude.*
5. **Serve First:** *Prioritize the safety and wellbeing of guests and staff by maintaining a constant, visible presence and offering help before it's asked for.*

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties below are organized under the Boyne L.E.A.D.S. value each most directly reflects. Only keep the value headings that have genuine content for this role — delete any that don't apply rather than padding them.

#### Long Term Thinking

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- Assist with special events, high-traffic periods, and emergency preparedness drills.
- Maintain accurate logs, incident reports, and documentation in accordance with resort standards.
- Assist public safety manager with creating, maintaining, and updating department policies and standard operating procedures.

#### **Excellence in Execution**

- Patrol resort areas, including base lodges, parking lots, employee housing, and public spaces to maintain safety and security.
- Respond to incidents, accidents, or guest complaints promptly and professionally, providing support and completing required reports.
- Communicate and coordinate with local emergency services (fire, EMS, law enforcement) as needed.
- Enforce resort policies with tact and fairness, helping to de-escalate conflicts or disturbances when necessary.
- Monitor security cameras, alarm systems, and radio communications to maintain awareness of resort activity.

#### **Attitude is Everything**

- Respond to incidents, accidents, or guest complaints promptly and professionally, providing support and completing required reports.

#### **Develop Great People**

- Supervise daily shift activities of public safety staff to ensure proper coverage and adherence to resort safety standards.
- Provide guidance, coaching, and feedback to team members while promoting professional conduct and guest service.
- Support the Security Manager with scheduling, training, and operational planning.
- Assist with implementing safety department meetings and logging attendance.

#### **Serve First**

- Conduct safety inspections and identify hazards; report and follow up on any required corrective actions.
- Coordinate directly with cross-departmental partners to align on shared operations, events, and peak periods.
- Maintain and update the department SharePoint site, ensuring resources and documents are current and accessible.
- Prioritize your team's success through clear communication, proper resources, and support so they can consistently exceed guest expectations.

### **QUALIFICATIONS**

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#### **Required**

- Strong leadership, communication, and conflict resolution skills.
- Ability to stay calm and focused in fast-paced, unpredictable environments.
- Familiarity with emergency response procedures, report writing, and guest service best practices.
- Professional appearance and demeanor with the ability to maintain confidentiality.
- Must be comfortable working outdoors in extreme weather conditions and variable terrain.
- Proficiency in using two-way radios, basic computers, and surveillance equipment.
- Valid driver's license and clean driving history required.

#### **Preferred**

- First Aid/CPR certification preferred or ability to obtain within 60 days.

### **EDUCATION AND EXPERIENCE**

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High school diploma or equivalent required. At least 2 years of experience in security, public safety, or emergency services is preferred, with a minimum of 1 year in a leadership or supervisory role. Resort, hospitality, or event-based experience is highly desirable.

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## PHYSICAL DEMANDS

This position requires frequent walking, standing, and patrolling in cold and snowy conditions. The employee must occasionally lift or move up to 50 pounds. The ability to respond quickly to emergencies and navigate stairs, uneven terrain, and icy surfaces is essential. Good vision, hearing, and communication are required for operating radios, monitoring activity, and identifying safety hazards.

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## WORK ENVIRONMENT

Work is performed in both indoor and outdoor environments, frequently exposed to inclement weather including snow, rain, wind, and extreme cold or heat. The role involves patrolling uneven terrain and standing for extended periods. Security Officers may be exposed to emotionally charged situations, loud environments, and must be able to remain calm under pressure. The work environment requires quick response times and high situational awareness in varying conditions.

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## BENEFITS

- FT/PT Seasonal
  - a. 401(k) retirement plan with employer match
  - b. Ski and snowboard pass for employee and dependents across the Boyne Resorts network
  - c. Sick Pay and holiday pay
  - d. Access to Boyne Resorts employee programs, resort discounts, and professional development resources

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## ABOUT BOYNE RESORTS

Boyne Resorts is the largest family owned, independent mountain resort company in North America, operating 13 destinations from Vancouver, BC to Maine. Founded in 1948, Boyne's culture is built on long term thinking, deep investment in people, and a belief that each resort has its own character and community worth protecting.

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## HOW TO APPLY

Submit a resume and cover letter to through job posting on <https://www.summitatsnoqualmie.com/> . Applications are reviewed on a rolling basis. Internal and external candidates are welcome to apply.

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## EQUAL OPPORTUNITY EMPLOYER

Research shows that women and other underrepresented and historically marginalized groups tend to apply only when they check every box for the qualifications and desired experience in a job posting. If you are reading this and hesitating to apply for that reason, we encourage you to go for it! A true passion and excitement for making an impact is just as important as work experience.



Summit at Snoqualmie is an equal opportunity employer committed to providing equal employment opportunities to all qualified individuals. We affirm the rights of all employees and applicants for employment to be protected from discrimination, harassment, and retaliation based on race, creed, color, national origin, sex, honorably discharged veteran or military status, sexual orientation, gender expression or identity, age, religion, disability, genetic information, marital status, citizenship or immigration status (all employees must be authorized to work in the United States), or any other status protected by applicable federal, state, or local law.

We are committed to providing reasonable accommodation to qualified individuals with disabilities and for religious observances in accordance with applicable law. Please contact [summithr@summit90.com](mailto:summithr@summit90.com) to request accommodations during the application process.