Security Officer
Job Description

DEPARTMENT:	Security	**FLSA STATUS:**	Non-Exempt
REPORTS TO:	Security Manager	**STATUS:**	Seasonal
DATE APPROVED:	8/15/2025	**APPROVED BY:**	Ashley Racey

POSITION SUMMARY

The Security Officer is responsible for maintaining a safe and secure environment for all resort guests, employees, and property. Through proactive patrols, incident response, and guest engagement, this position plays a vital role in promoting a positive and safe resort experience. Security Officers are often among the first responders to emergencies and are key representatives of the resort's commitment to safety, service, and professionalism.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following statements are intended as general illustrations of the work in this classification and are not all-inclusive of the specific position.

- Conduct vehicle and foot patrols of resort property to monitor for suspicious activity, safety hazards, and policy violations.
- Respond to alarms, disturbances, and emergency situations in a calm and professional manner.
- Investigate and document accidents, incidents, injuries, thefts, property damage, and other security-related matters.
- Provide courteous assistance to guests and employees, resolving problems and helping enforce resort policies.
- Support deterrence of theft, ticket fraud, unauthorized access, and other violations.
- Act as a liaison with local law enforcement, fire departments, and emergency responders when needed.
- Maintain visibility throughout the resort to enhance guest perception of safety and deter inappropriate behavior.
- Operate security vehicles, radios, surveillance systems, and other equipment safely and efficiently.
- Deliver excellent guest service while supporting resort-wide operations and special events.
- Other duties as assigned.

QUALIFICATIONS

- Must be 21 years of age or older.
- Valid driver's license with a clean driving record required.
- Basic knowledge of Microsoft office.
- Must be able to make sound decisions quickly and effectively in high-stress or emergency situations.
- Fluent in English.
- Strong verbal and written communication skills.
- Ability to write accurate and professional reports.
- Ability to maintain composure in emotionally charged or sensitive situations involving guests or staff.
- Ability to handle confidential information with integrity and discretion.
- Previous experience in security, law enforcement, guest service, or a related field preferred.
- Ability to work weekends, holidays, and varied shifts, including nights.
- Must successfully pass a criminal background check.

EDUCATION and/or EXPERIENCE

High school diploma or equivalent required. Six months to one year of related experience in security, public safety, hospitality, or emergency response preferred. Equivalent combinations of education and experience will be considered.

How You'll Succeed

At the core, your role is about nurturing connections with people. Composure and an engaging, empathetic communication style will be key to achieving organizational goals. You will consistently promote Boyne Resorts core values of L.E.A.D.S. with all approaches and all undertakings.

To be more specific in this role you will:

1. Long Term Thinking – Support proactive strategies to improve guest safety and reduce security risks over time.
2. Excellence in Execution – Respond promptly, professionally, and thoroughly to all incidents, guest concerns, and team needs.
3. Attitude is Everything – Represent the resort with positivity and calmness, especially during emergencies or conflicts.
4. Develop Great People – Collaborate with team members to foster a supportive and accountable safety culture.
5. Serve First – Prioritize the needs of guests and team members, ensuring everyone feels safe, respected, and supported.

PHYSICAL DEMANDS

While performing the duties of this role, the employee is regularly required to walk, stand, and use hands to operate equipment, in all weather conditions. The employee must occasionally lift or move up to 50 pounds and occasionally more with assistance. Vision and hearing must be sufficient to detect unusual activity and monitor radios and traffic. The role requires the ability to remain alert and mobile for extended periods.

Activity Requirements:

Walking/Standing – Frequent to constant; during patrols and event monitoring.
Sitting – Occasional; when operating a vehicle or writing reports.
Bending/Crouching – Occasional; to assist with incidents or investigate hazards.
Lifting/Carrying – Occasional; up to 20–50 lbs.
Talking/Hearing – Frequent; use of radios and guest interaction.
Vision – Constant; must maintain high awareness and observation.

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.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. The Summit at Snoqualmie will provide reasonable accommodations to qualified persons with known disabilities to allow an individual to perform the essential functions of his or her job, as required by law. If you believe you require reasonable accommodation you should let your supervisor or human resources representative know as soon as possible.

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@summiti90.com to request accommodations during the application process.