



Department: Public Safety
Date: October 27, 2015
Name: Lesly Birkner
Title: Director of Operations

Standard Operating Procedures

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Policy: Job Description - Public Safety Supervisor

Reports To: Director of Operations

Job Description

Public Safety Supervisor is responsible for overseeing the daily operations of the Public Safety Department, including maintaining appropriate staffing levels, providing leadership to Public Safety Officers (PSO's) and representing the park to guests and team members.

Job Responsibilities

- Provide leadership and training as directed to ensure that PSO's have the knowledge and tools for a safe working environment.
- Create schedules for Public Safety Department.
- Ensure all documents created by PSO's are completed correctly, clearly, and concisely.
- Provide feedback and corrective action to PSO's in a professional manner.
- Enforce all park policies and ensure procedures are performed correctly.
- Perform all duties required of PSO's.
- Professionally handle guest concerns presented to the Public Safety Department.

Essential Job Skills

- Excellent interpersonal communication skills. Must be able to communicate with guests and team members effectively.
- Ability to assess situations and respond accordingly.
- Positive, team-oriented attitude at all times.
- Excellent writing skills.

Requirements

- Must be at least 18 years old.
- Ability to walk and stand for long periods of time in all weather conditions.
- Excellent communication and organizational skills.
- Flexible availability.
- Computer skills with general knowledge of Microsoft Excel and Word.