

**Senior Officer (Shift Sergeant)**

Job Title

**Safety / Security**

Division

**SV502S**

Job Class

**5**

Grade

**Chief of Security**

Reports to

**June 8, 2011**

Date

**DOLLYWOOD  
POSITION DESCRIPTION**

**I. JOB DUTIES POSITION EXIST TO PERFORM:**

- A. The overall mission of this position is to protect people and property, maintain a peaceful, fun-filled and safe atmosphere, and enforce Security procedures at Dollywood while Creating Memories worth Repeating for our guests.
- B. The Shift Supervisor (Sergeant) is responsible for:
- Supervising all other Security Officers during his/her shift.
  - Making shift assignments and approving breaks.
  - Keeping officers on his/her shift informed.
  - Coaching and training officers on his/her shift.
  - Showing appreciation for jobs well done.
  - Giving input for the formal evaluation of officers on his/her shift.
  - Resolving conflicts between officers on his/her shift.
  - Ensuring that all applicable Dollywood procedures are followed during his/her shift.
  - Lending personal assistance to officers in difficult situations.
  - Ensuring that all required paperwork, reports, and logs on his/her shift are complete and accurate.

The Shift Supervisor may also be called upon to perform any of the duties of a Security Officer.

- C. Specific duties include but are not limited to:
1. Controlling park access at Host and service entrances.
  2. Patrolling Guest and Host parking lots.
  3. Issuing tickets for illegally parked Host vehicles.
  4. Controlling and directing on park traffic.
  5. Helping Guests and Hosts with vehicle problems.
  6. Reuniting lost persons on park.
  7. Taking possession of lost property and returning same to Lost & Found.
  8. Crowd control.
  9. Protection of Celebrities.
  10. Patrolling buildings.
  11. Assisting the Safety/First Aid Department as assigned.
  12. Assisting in the transport of monies.
  13. Assisting with fire and flood prevention.
  14. Responding to shoplifting, burglary and theft.
  15. Responding to unruly Guests/Hosts.
  16. Monitoring Park alarm system.
  17. Helping guests find their way.
  18. Being generally friendly and caring.

Management reserves the right to add to or change the duties of this position.

## **II. EDUCATIONAL/EXPERIENCE/SKILL REQUIREMENTS:**

1. Certifiable by the State of Tennessee, licensed by the Department of Commerce & Insurance Private Protection Services as prescribed by the Tennessee Code Annotated 62-35 Act of 1922 (See attachments' TCA 62-35-116, TCA 62-35-17). (Armed Security Officer)
2. Must be at least twenty-one (21) years of age.
3. Possess valid Tennessee driver's license.
4. Preference given to applicants with prior Law enforcement or Security related experience.
5. Candidates from outside the Security Department must have a minimum of two years experience in law enforcement or supervision.
6. First Aid and C.P.R. required or ability to obtain a certification.
7. Must have good verbal and written communication skills.
8. Must be able to pass company required drug testing.
9. Must be willing and able to pass First Responder Course and apply material when needed on park.
10. Satisfactory completion of a criminal background check.

## **III. PERSONALITY/ATTITUDE REQUIREMENTS:**

1. Able to project Dollywood's image by being genuinely friendly and caring and by taking pride in their work.
2. Must be self-motivated and disciplined.
3. Must be able to prioritize and complete work assignments on a timely basis.
4. Must maintain strict confidentiality and judgment regarding privileged information.
5. Must display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
6. Must be willing to constantly /improve.
7. Must have professional appearance with good personal hygiene.
8. Must promote and support a "team" work environment by cooperating and helping co-workers.
9. Must adapt to changes easily.
10. Must tolerate a fast-paced, hectic environment and remain calm.
11. Must show appreciation to others.
12. Must be sensitive to the needs of our Guests and feel empowered to take action to meet their needs within company guidelines.
13. Alert and mentally responsive.
14. Carry out duties in a professional and courteous manner that is according to all applicable laws and company policies, practices and procedures.
15. Maintain a positive attitude toward Dollywood policies, practices, procedures.
16. Maintain good personal hygiene and clean neat appearance.

## **IV. ESSENTIAL FUNCTION ABSOLUTELY NECESSARY TO PERFORM JOB DUTIES INCLUDE BUT ARE NOT LIMITED TO:**

1. Able to display and live out Servant Qualities by being: patient, kind, humble, respectful, selfless, forgiving, honest and committed.
2. Able to hear, see and speak. Must have both color and depth perception.
3. Able to speak, read and write English.
4. Able to smile and make eye contact to make a friendly impression when greeting guests, vendors and other employees.
5. Must have manual dexterity necessary to complete all job duties.
6. Able to sit and/or stand for long/short periods.
7. Able to maintain good personal hygiene.
8. Able to get along with other employees to work out problems and resolve conflicts. (Able to work cooperatively with others.)
9. Able to comprehend instructions and retain information.

10. Able to maintain dependable work attendance and flexibility with assigned work schedules including any required overtime, evenings, weekends and holidays.
11. Able to tolerate a fast-paced, hectic environment.
12. Able to be flexible to handle frequent changes in priorities.
13. Able to prioritize tasks and complete assignments on time
14. Able to report to work without being under the influence of or smelling of alcohol.
15. Physically capable of working in all weather conditions (110 to -05 degrees).
16. Perform vehicle and foot patrols for the protection of persons and property and responding to emergencies on Dollywood property.
17. Ability to use a handgun to include State Certification.
18. Drive a vehicle and maintain a valid Tennessee motor vehicle license.
19. Lifting and carrying up to 150 pounds.
20. Jumping, reaching high and low, twisting
21. Write legibly or operate typewriter.
22. Able to deal with others who are angry without getting angry themselves.