



Job Summary

The Campground Safety Patrol, reporting to the Campground Manager, is responsible for adherence by all visitors to the Rolling Hills Reservoir Campground of campground rules to ensure a safe and pleasant environment at Rolling Hills Reservoir Campground. This role involves monitoring the campground premises, promoting campground rules, responding to incidents, and providing a welcoming presence to enhance the guest experience.

Key Responsibilities

1. Monitoring and Safety

- Patrol campground grounds, including parking areas and marina, to ensure campground rules are followed, allowing for a safe environment for the public and staff.
- Monitor and manage access points, ensuring only authorized visitors are permitted on the premises.
- Conduct routine checks of facilities, including restrooms and recreational areas, to identify and address potential safety concerns.
- Respond promptly to security incidents, emergencies, or disturbances, and provide appropriate assistance.
- Promote compliance with campground rules, including quiet hours, campfire regulations, and alcohol restrictions.
- Closing and locking the campground and its facilities at appropriate scheduled times.

2. Guest Interaction

- Serve as a visible and approachable presence for campers, providing information, directions, and assistance as needed.
- Mediate disputes and resolve conflicts between campers while maintaining a professional demeanor.
- Handle guest complaints and relay any issues to the Campground Manager and/or EID Land Supervisor when necessary.

3. Incident Reporting

- Maintain detailed logs of daily activities, incident reports, and observations.
- Report any safety hazards, violations, or emergencies to the Campground Manager.

- Liaise with local law enforcement or emergency services when required.

4. Safety and Compliance

- Adhere to and comply with the District Health and Safety Management system program and all District policies, procedures and programs in effect, and as amended from time to time.
- Ensure all operations are performed in a safe manner and in accordance with the District Health and Safety Management System program and District policies, procedures and programs in effect, and as amended from time to time, as well as applicable Occupational Health and Safety legislation , including:
 - participating in completion of Field Level Hazard Assessments, safety tailgate meetings, safety training seminars, safely operating tools and equipment, and completing work in a safe cooperative manner.
- Identify, report and address any safety concerns or hazards immediately concerning the public, campground facility and property or staff to the Campground Manager to prevent accidents or injuries.
- Ensure any required Personal Protective Equipment is on site and worn in accordance with safe work requirements.
- Adhere to all District policies, procedures and programs in effect or implemented from time to time, including any amendments thereto, including without limitation the District No Diving Policy, District Contracting Policy and District Vehicle Policy.

Job Qualifications

- Previous experience in security, law enforcement, or a related field is preferred.
- Knowledge of campground operations or hospitality experience is an asset.
- Strong communication and interpersonal skills, with the ability to interact positively with a diverse range of guests.
- Conflict resolution and positive problem-solving abilities.
- Physical fitness to perform patrol duties, including walking or standing for extended periods.
- Intermediate First Aid & Level 'C' CPR certification (or willingness to obtain).
- Ability to remain calm and act decisively in high-pressure situations.
- In possession of a valid Alberta Class 5 driver's license, clean driver's abstract and reliable transportation.

- Availability to work evenings, weekends, and holidays as needed.
 - Completion of pre-hiring security screening.
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Pre-Employment Requirements

- Selected candidates will be required to undergo pre-employment background checks, including a Criminal Record Check.
- Selected candidates will be required to provide a Driver's Abstract.
- Successful applications must provide proof of qualifications.

Pre-Employment Alcohol and Drug Test

The District recognizes that the use of alcohol and drugs can adversely impact a safe work environment and the well-being of others, as well as place the District's operations at risk. This position is a safety sensitive position and, as such, any person, including any current employee, who has applied for a safety sensitive position will be required to pass a Drug and Alcohol Test as a pre-condition to employment, being transferred or being temporarily assigned into a safety sensitive position as per the District's Drug and Alcohol Policy.