
External Job Posting

The Hamilton Conservation Authority has a seasonal opportunity for a

Security Officer at Wild Waterworks

Job Summary:

Reporting to the Manager of Wild Waterworks, the Security Officer is responsible for ensuring that Wild Waterworks visitors can have a peaceful and enjoyable visit without being disturbed by others, or causing a disturbance to others. Additionally, the Security Officer ensures that Wild Waterworks' property and resources are protected to fulfil their contribution to the enjoyment by visitors. The Security Officer promotes facility rules and regulations, and provides information regarding the available activities and facilities at Wild Waterworks and the Hamilton Conservation Authority.

Other duties include:

- Knowledge of and compliance with Hamilton Conservation Authority personnel policy, safe working procedures, emergency procedures, and relevant legislation.
- Knowledge of and compliance with relevant legislation including but not limited to Occupational Health and Safety Act, Private Security and Investigative Services Act, Trespass to Property Act, Accessibility for Ontarians with Disabilities Act, and Human Rights Code.
- Provide accurate information and assistance to visitors in a courteous and hospitable manner.
- Respond tactfully to complaints and calls for assistance from patrons, take appropriate action.
- Remain vigilant for signs of criminal and/or suspicious behaviour and initiate the appropriate steps to report/follow up on incidents. Issue verbal warnings where appropriate. Assist Management in removing patrons through non-physical means.
- Perform maintenance duties including but not limited to: clean buildings and washrooms, repair fences and tables, prune trees and shrubs, planting, weeding, and other landscaping tasks.
- Explain and promote Waterpark rules and regulations. Inspect bags and coolers and advise patrons of items not permitted in the facility.
- Maintain a log book documenting violations and significant occurrences. Refer occurrences or violations of a serious or criminal nature to the Police. Report all incidents or unsafe conditions.
- Check and secure buildings and facilities.
- Provide First Aid care to park visitors in distress and render assistance in emergency situations, including traffic and crowd control, and emergency maintenance.
- Assist and work cohesively in a team environment with all departments, communicate effectively, and maintain a positive, professional attitude towards work, patrons, and coworkers.
- As part of the Hamilton Conservation Authority team, you may be scheduled and asked to report to a different conservation area to assist with special events, staffing shortages, etc. throughout the length of your employment period.

- Any other duties as assigned to support the team effort at the HCA.
- Various physical abilities including but not limited to:
 - Remain in a stationary position for a prolonged period of time.
 - Walking for a prolonged period of time.
 - Lifting and carrying products up to 50lbs.
 - Climbing and descending from ladders, stairs, and ramps.
 - Repetitive movements which may require pivoting and reaching.

Qualifications:

Education and experience you will need to have:

- Post Secondary education in a Law/Security program or previous experience in a related field.
- Provincial Security Licence.
- Strong writing and communication skills. Ability to plan activities and set priorities.
- A friendly and pleasant personality with the ability to demonstrate maturity and sound judgement
- Ability to handle a high level of responsibility and respond effectively in high stress situations
- Standard First Aid and CPR Certification.

And even better if you have:

- Ability to speak a second language.
- Security experience in an amusement park/waterpark setting.

You will be a great fit for this role if you have:

- Ability to work outside in all types of weather, including heat and humidity.
- Ability to work weekends, holidays, and sometimes in isolation.
- Creativity, flexibility, and problem-solving capabilities.
- Excellent organizational and administrative skills, and attention to detail.

Working Conditions:

The work location will be at Wild Waterworks, 680 Van Wagners Beach Road, Hamilton, Ontario. Working hours will be an average of 35 hours per week. This position may be required to work in other Conservation Areas or on special projects for defined periods of time as directed by the Director of Conservation Area Services

Application Process:

Interested applicants should email their resume with “Security Officer” in the subject line to:

Attention: Wild Waterworks Manager

Email: wwwjobs@conservationhamilton.ca

Although we appreciate the interest of all applicants, only those selected for an interview will be contacted.

Accessibility accommodations are available for all parts of the recruitment process; applicants are asked to inform Human Resources for any disability required accommodations in advance.