



## Now Hiring – Security Patrol Officer – Day Shift

The Palmetto Dunes Property Owners Association located on Hilton Head Island, South Carolina is looking for a Security Patrol Officer.

With a mission to enhance the quality of life, strive to protect the natural environment, and improve the resources of our community for all those who live, invest, work and play here, PDPOA will be regarded as the best and most sought after residential resort community on the east coast. It is governed by a homeowner Board of Directors which oversees the community through onsite management led by the Chief Executive Officer.

Under general supervision, the Patrol Officer protects the life, property, general safety and welfare of the general public within the Palmetto Dunes community by enforcing local and state laws, ordinances and covenants.

### Essential Functions

- Shift assignment is full-time 6 am to 6 pm. The position works 7 days in a 14-day pay period.
- Consistently displays a demeanor that promotes excellence in customer care.
- Possesses specific knowledge about Palmetto Dunes and general knowledge about Hilton Head Island to provide directions and assistance to property owners and guests.
- Manages assigned gates to allow authorized vehicles into Palmetto Dunes.
- Identifies decals, daily passes and their authorized access points.
- Patrols private roads in Palmetto Dunes and Leamington to deter crime and assist citizens as needed; note suspicious persons, activities or establishments; take action or report the situation.
- Assists at accident scenes; administers first aid as necessary; calls for necessary assistance; and recommends corrective action(s) to help avoid similar future accident.
- Identifies and corrects or reports public safety hazards.
- Controls traffic flow for compliance with local and state regulations; directs and re-routes traffic at fires and other disturbances; issues tickets for parking and traffic violations; authorizes the tow and impoundment of vehicles as required.
- Prepares accurate and timely reports regarding response calls.
- Provides information and direction to the public; provides public with other assistance as necessary, e.g., accessing locked vehicles, obtaining road side assistance with disabled cars and other community security activities.
- Maintains patrol cars in safe and clean operating condition.
- Provide assistance as requested to serve as a Dispatcher, Customer Care Specialist or as a Pass Office Clerk.
- Perform other duties as assigned.
- Regular on-site attendance is an essential function of this position. The role of a Patrol Officer can only be performed in-person.

### Competencies

- Excellent customer care skills, including the ability to utilize sound judgement and discretion while resolving conflict.
- Excellent communication skills, including the ability to interact politely and cooperatively.

- Thorough knowledge of all passes and decals for Palmetto Dunes.
- Thorough working knowledge of the community covenants and local and state laws relating to security operations.
- Ability to understand detailed written and verbal operating procedures and instructions.
- Ability to establish and maintain professionally effective working relationships with property owners, law enforcement personnel, EMS and fire personnel, coworkers and the general public.
- Ability to remain calm, make sound decisions, and respond appropriately during stressful situations and adverse conditions.
- Ability to safely operate a patrol vehicle and all related equipment to include computers, radio, radar and video cameras.
- Proficiency with weapons and patrol car equipment
- Proficiency in use of computer systems and Microsoft's Office suite.

### **Education and Experience**

- The Patrol Officer should have a high school diploma or GED.
- Must have at least 2 years experience in physical security, military service, law enforcement or a related field (or demonstrated experience and ability to perform in a patrol position).

### **Additional Eligibility Requirements**

- This position must be able to pass a criminal background investigation and an emotional and psychological evaluation, obtain a SLED license, pass a drug and alcohol test, and be able to speak articulately.
- A valid driver's license is required.
- Must be able to maintain all weapons qualifications.

### **Physical Requirements:**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, employees are regularly required to see, sit, walk and stand, talk and hear, both in-person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms and lift up to 50 pounds. Extreme physical effort is not often called upon but when necessary usually involves a combative individual to be physically subdued. There are routine "stressors" that are constantly in place.
- While performing the duties of this job, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; concentrate, analyze and solve non-routine and complex problems; observe and interpret situations; learn and apply new information or skills; perform detailed work on multiple, concurrent tasks; work under deadlines with frequent interruptions; and pleasantly interact with employees, board members, guests, homeowners and contractors in the course of work, some of whom may be dissatisfied or abusive individuals.
- Regular interaction with the public is required. Must be able to hear within the normal audio range with or without correction, and must be able to see within the normal vision range with or without correction. Employee must be able to effectively communicate orally, with or without correction.
- Occasional strenuous activity may be required including running, jumping, climbing, lifting up to 50 pounds or any other physical activities required to effectively pursue and arrest suspects.
- A Patrol Officer is routinely called upon to interact and communicate with persons from extremely broad and diverse backgrounds and economic settings. Routinely mediates in highly emotional confrontations and is receptive to the needs of others.
- Physical surroundings are usually very pleasant. There exist daily hazards when an individual may be called upon to make decisions which require the exercise of their legal authority. Some people resent this restriction which, at times, results in physical combativeness and may necessitate the use of deadly force.

The employee might be required to work up to and after storm or natural disaster events depending on need, approval of police authorities, and ability to make it into work. Senior management and outside law enforcement agencies will determine the appropriate response and access to the property.

PDPOA's offices and worksites are smoke-free work environments.

Anticipated Start Date: Immediately  
Classification: Full-Time, Hourly, Non-Exempt  
Starting Rate: \$14.50/Hr. to \$16.50/Hr.  
Excellent benefits including matching 401K.

Submit cover letter and resume to [jobs@pdpoa.org](mailto:jobs@pdpoa.org)