



## Job Description

Position Title: Patrol

Exempt

Reports To: Community Relations Manager

Non-Exempt

Print Name: \_\_\_\_\_

Applicant/Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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### PRIMARY PURPOSE

This position works in the Community Relations Department and patrols the SDCEA common areas to observe and report fire, theft, vandalism, and illegal entry. Lock and unlock facilities, maintain a presence at community events, direct traffic flow, and assist the lodge front desk.

### ESSENTIAL RESPONSIBILITIES AND RESULTS

- Patrol SDCEA premises to report fire, theft, vandalism, and illegal entry.
- Represent SDCEA in a professional manner while providing quality customer service.
- Examine doors, windows, and gates for security.
- Lock and unlock facilities.
- Continuously inspect areas for unsafe conditions.
- Issue keys to authorized personnel.
- Assist lifeguards and staff with supervising pool areas.
- Maintain a shift activity log.
- Coordinate traffic flow and other tasks for community events.
- Coordinate with other Patrol staff on checks and lock-ups.
- Report crimes and other related activities to local law enforcement agencies and management.
- Participate in training new employees when assigned.
- Maintain vehicle condition/cleanliness and any other equipment assigned.
- Assist with covering the lodge front desk and processing late check-ins.
- Perform other tasks as assigned.
- Availability: minimum 4 days of unrestricted availability, to include overnight, weekends, and holidays.

### ACCOUNTABILITY

This position receives occasional supervision and frequent instruction from the area manager. The incumbent makes decisions and performs tasks in accordance with procedures established by management and the Association's leadership.

### INTERACTION WITH OTHERS

This position frequently interacts with internal and external customers including: employees, management, contractors, homeowners, other Association members, law enforcement, and county officials.

### SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

### **PHYSICAL DEMANDS**

The position requires frequent standing, walking, sitting, and climbing stairs, and frequent talking, hearing, and use of hands and fingers, stooping, kneeling, crouching, and reaching. Incumbent must be able to lift and carry 25 pounds. Close up, distance, and peripheral vision is required. Extended periods of driving and computer use.

### **WORK ENVIRONMENT**

This position works both indoors and outdoors and may be exposed to outdoor weather conditions, which can frequently be damp, windy, cold, or hot. Incumbent may occasionally work long days and may occasionally encounter aggressive persons. A moderate noise level is typical for the work environment.

### **USE OF DISCRETION AND INDEPENDENT JUDGMENT**

This position must be able to discern the difference between emergency and/or non-emergency situations at all times. Discretion is to be used daily in performing duties.

### **EFFECT OF POSITION ON ORGANIZATION OR ON ORGANIZATION'S CUSTOMERS/CLIENTS**

This position represents SDCEA daily and must exhibit professionalism in the following areas:

- Demeanor
- Dress attire
- Communication – verbal and written
- Office etiquette
- Vehicle etiquette with safe practices

### **QUALIFICATIONS REQUIRED**

- Education: Requires a minimum of a high school diploma or equivalent.
- Communication skills: Requires good oral and written communications skills; excellent customer service skills.
- Mathematical skills: Basic math skills to perform simple calculations.
- Computer skills: Requires basic computer skills to include writing and emailing reports using Microsoft Word and Outlook.
- Must be comfortable operating general office equipment including printers, photocopy machines, and mobile devices such as tablets and smart phones.
- Reasoning ability and other skills: Requires patience and good organizational skills. Must be able to quickly evaluate security situation and take appropriate action.
- Certificates, licenses: Must have, or be able to obtain a "Proprietary Private Security Officer" card. Have or be able to obtain Adult CPR certification. Must have clear criminal and traffic records. Must have a valid California driver's license.
- Ability to work in a high-pressure environment.
- Must be solution oriented with a positive attitude.
- Applicant must be 21 years of age or older.

#### Distribution Upon Completion

- Original: Human Resources
- Copy: Manager
- Copy: Employee