

Community Safety/Compliance Coordinator Position Description

Position Information		
Min/Max Hours per week: 32-40	Conditions for Overtime: Only in emergencies	Seasonal/Cyclic: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Work Schedule: Full Time <input checked="" type="checkbox"/> Part Time <input type="checkbox"/>		Pay Range: TBD
Incumbent's Name (If filled position):	Address Where Position Is Located: Birch Bay Village Office	
Department: Administration	Supervisor's Name and Title: Jen Callaghan, General Manager	
Position Objective		
Purpose of the position and how it supports the BBVCCs mission		
<p>The Birch Bay Village goal is to have well maintained and safe community that is a balanced between exceptional customer service, equity in expectations, and accountability. As a team, our goal is to identify opportunities for improvement that will not only meet the demands of today (and not just the "same old, same old"), but to be forward thinking into the needs of the community tomorrow. We strive to work efficiently and smartly, creating an engaging, strength focused workplace, acting proactively and continuously looking for ways to improve value to the community. As such, the Community Safety/Compliance Coordinator role is a key position that exudes these values as a key member of the team that is on the front-line of community interaction.</p>		
Assigned Work Activities (Duties and Tasks)		
% of time (Must total 100%)	List the assigned work in order of importance, with essential functions underlined.	
25%	<p>Duty: Administration/Coordination of the Architectural Control Committee</p> <p>Tasks include:</p> <ul style="list-style-type: none"> Review all Architectural requests for completeness with site visits (photo documentation) For any projects that can be approved by General Manager, conduct pre-review prior to GM approval Periodic inspection and final review of all approved projects Document/scan all communication & supporting materials into TOPS System Meet with, if requested, owners with questions regarding the application process Attend and take minutes at Monthly ACC Meetings (1st Tuesday of the Month) (staff liaison) Ensure documents are distributed (electronically) and printed for ACC meetings Make recommendations to Architectural Rules & Regulations Communicating with owners results and status of applications 	
25%	<p>Duty: Compliance Patrol/Coordination</p> <p>Tasks include:</p> <ul style="list-style-type: none"> Daily patrol in community looking for/following up with any violation of rules and regulations (parking, property related, etc) Documenting and processing all communication regarding compliance in TOPS Attend appeals/hearings related to contested violations 	
50%	<p>Duty: Safety Patrol/Coordination</p>	

	<p>Tasks include:</p> <ul style="list-style-type: none"> • Safety patrol for traffic violations • Enforce traffic related rules as well as process/document all citations • School bus gate duty • Liaison with Pacific Security • Schedule and train other patrol personnel as required • Review/file all documentation related to security operations • Conduct routine inspections of common areas (i.e. marina, parks, golf course, etc) • Monitor gate operations • Attend and take minutes at Security Committee Meeting (staff liaison) • Coordinate hearings for traffic related citations (3rd party arbitrator) • Respond to all security calls during on-duty hours, including golf course • Make recommendations to Post Orders, Rules and Regulations, Operating Procedures
--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Lead Work/Supervisory Responsibilities

Lead Position: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Supervisory Position: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<input type="checkbox"/> Assigns Work <input checked="" type="checkbox"/> Instructs Work <input checked="" type="checkbox"/> Checks Others' Work <input type="checkbox"/> Plans work <input type="checkbox"/> Evaluates Performance <input type="checkbox"/> *Takes Corrective Action <input type="checkbox"/> *Hires <input type="checkbox"/> *Terminates	
(*Has the authority to effectively recommend these actions.)		

Working Relationships

Level of Supervision received (check one):

Direct/Close Supervision: Most work is reviewed in progress and upon completion.

General Supervision: Completed work is spot checked.

General Direction: Completed work is reviewed for effectiveness and expected results.

Administrative Direction: Completed work is reviewed for compliance with budget, policies, laws, and program goals.

Add information that clarifies this position's interactions with others to accomplish work:
 This position will initially be trained by the General Manager, but is expected to operate with little direction, but fully expected to communicate regularly with General Manager. Weekly staff meeting attendance is required.

Working Conditions

Work Setting, including hazards:	In vehicle (50%), in office, some outdoors
Schedule (i.e., hours and days):	Monday through Friday 8:30 am – 4:30 pm (including holidays)
Travel Requirements:	None
Tools and Equipment:	Provided
Customer Interactions:	Daily
Other:	Benefits include PTO, Sick Time, 2% IRA Contribution, 89% Medical/Dental contribution

Qualifications

List the education, experience, licenses, certifications, and competencies (knowledge, skills, abilities, and behaviors).

Required Qualifications:
 Computer savvy * Customer focused with calm demeanor * Highly organized & detail oriented * Licensed to Drive in Washington

Key Competencies:
 1. Forward Thinking

- Learns from history, but understands that it's a new day
- Identifies opportunities for improvement and change that add value
- Plans for future
- Commitment to continuous improvement
- Participates in problem solving

2. Community/Customer Focus

- Understands what brings value in a private community
- Seeks to help homeowners/customers understand policies – focus on helping owners be compliant, not find ways to avoid compliance
- Holds all owners to the same standard
- Understands and supports all types of customers
- Listens first

3. Mission oriented

- Seeks to understand what the current values are (set by leadership)
- Uses these values to drive decision making, identify opportunities that exude these values

4. Valuing Others

- Praise in public, criticize in private
- Encourages and helps others develop their strengths & interests
- Delegates and identifies opportunities to others to participate in a variety of work
- Values the team
- Accountable to the team

5. Work Standards

- Follows policies and expectations set (meal breaks, work hours, no overtime, etc)
- Professional appearance
- Friendly demeanor
- Exhibits appropriate time management skills – works on tasks essential to one's job, prioritizes properly, works within one's paygrade

6. Communication

- Integrity
- Listens and seeks to understand
- Makes no excuses, doesn't blame others or other things

7. Adaptability

- Supports implemented changes
- Seeks to understand areas that are not clear enough to adapt to
- Identifies opportunities to implement change

Special Requirements/Conditions of Employment

List special requirements or conditions of employment beyond the qualifications above.

Pass background check, insurable with Village standards

In-house Training Plan, If Applicable

- Training by General Manager for Architectural and Compliance role – expect 2-3 weeks of training as you go, minimum of 1-2 months of secondary review of activities
- Training by Office Assistant and existing patrol staff for Security related functions
- HR processes with General Manager

- TOPS training by General Manager

Acknowledgement of Position Description

The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position.

Date:

General Manager Signature (required):

As the incumbent in this position, I have received a copy of this position description.