

Community Safety/Compliance Patrol Position Description

Position Information		
Min/Max Hours per week: Varies depending on schedule	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 checked="" type="checkbox"/>		Pay Range:
Incumbent's Name (If filled position):	Address Where Position Is Located: Birch Bay Village Office	
Department: Safety & Compliance	Supervisor's Name and Title: Jen Callaghan, General Manager/Jeannie Garver, Compliance Coordinator	
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 as a team identifies 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 protect the lifestyle & value. As such, the Community Safety/Compliance Patrol role is essential in ensuring that all residents/guests are following the published policies and expectations with respect to safety, aesthetics, and protection of community property.</p>		
Assigned Work Activities (Duties and Tasks)		
% of time (Must total 100%)	List the assigned work in order of importance, with essential functions underlined.	
50%	<p>Duty: Property Compliance & Facility Patrol</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) Monitoring all amenities for proper and appropriate usage, documenting, and addressing any issues that may arise Providing documentation to Gate Support staff for processing (either through compliance notices or incident reports) 	
50%	<p>Duty: Safety Patrol</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 Review/file all documentation related to security operations Conduct routine inspections of common areas (i.e. marina, parks, golf course, etc) Respond to all calls during on-duty hours, including golf course Provide back up to Gate Support staff for breaks, absences 	
Lead Work/Supervisory Responsibilities		

Lead Position: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<input type="checkbox"/> Assigns Work	<input type="checkbox"/> Instructs Work	<input type="checkbox"/> Checks Others' Work
Supervisory Position: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<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 work closely with all others, but scheduling & training to be done by Compliance Coordinator.

Working Conditions

Work Setting, including hazards:	In vehicle 50%, outdoors 45%, gate 5%
Schedule (i.e., hours and days):	TBD
Travel Requirements:	None
Tools and Equipment:	Provided
Customer Interactions:	Daily
Other:	Benefits include PTO, Sick Time, 2% IRA Contribution, 89% medical/dental for FT employees, FSA

Qualifications

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

Required Qualifications:

Customer service focused * High emotional intelligence & ability to communicate/adhere to policy & rules with ease * 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 Compliance Coordinator role for patrol & compliance expectations – expect 1 week of training
- Training by Gate Operations Coordinator for gate operations
- HR processes with Office

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.