

## Gate Operations Coordinator Position Description

Position Information		
Min/Max Hours per week: 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: Safety & Compliance	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 hold everyone to the same standards, meeting the needs and expectations of the community, and to deliver exceptional service in doing. We strive to work efficiently and smartly, creating an engaging, strength focused workplace, and hold ourselves to the highest level of accountability. As such, the Gate Operations team exudes these values as a key member of the team that not only enforces the community check in policies, but also is the front-line representation of the exceptional service we strive for residents as well as their guests. <b>The coordinator role is a key position facilitates the training, scheduling, and sets the expectations for other members of this team.</b></p>		
Assigned Work Activities (Duties and Tasks)		
% of time (Must total 100%)	List the assigned work in order of importance, with essential functions underlined.	
75%	<b>Duty:</b> Visitor Check in <b>Tasks include:</b> <ul style="list-style-type: none"> <li>• Verifying &amp; properly documenting all visitors/guests seeking entry into the Village</li> </ul>	
25%	<b>Duty:</b> Homeowner/Resident Support <b>Tasks include:</b> <ul style="list-style-type: none"> <li>• Address and handle all incoming calls to the Gate – this can include guest list support, transferring to others, dispatching patrol and/or contacting emergency services, and documenting all interactions and outcomes</li> <li>• Assist owners/residents with using visitor system tools including hosting workshops for Q&amp;A sessions</li> </ul>	
50%	<b>Duty:</b> Compliance/Patrol Support <b>Tasks include:</b> <ul style="list-style-type: none"> <li>• Process compliance documentation as requested (working at the direction of the Compliance Coordinator for expectation)</li> <li>• Document patrol logs and activities</li> </ul>	
25%	<b>Duty:</b> Team Lead <b>Tasks include:</b>	

	<ul style="list-style-type: none"> <li>• Ensuring proper gate coverage 24/7 – Make hiring recommendations as needed</li> <li>• Ensure proper training of all personnel working at the gate (including fill-in)</li> <li>• Generating and providing weekly reporting on guest activity</li> </ul>
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**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.)
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**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.

**Working Conditions**

Work Setting, including hazards:	Gate Office 100%
Schedule (i.e., hours and days):	Monday through Friday 7:30 am – 4:00 pm (including holidays)
Travel Requirements:	None
Tools and Equipment:	Provided
Customer Interactions:	Daily
Other:	Benefits include PTO, Sick Time, 2% IRA Contribution, 89% contribution to medical/dental, FSA, employee paid AFLAC

**Qualifications**

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

Required Qualifications:  
 Computer savvy \* Customer service focused \* High emotional intelligence & ability to communicate/adhere to policy & rules with ease \* Highly organized & detail oriented

- 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 general expectations & HR
- Training by Compliance & Patrol Coordinator for effective workflow for patrol support 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.**