

## Gate Operations Position Description

| Position Information  |  |   |
|---|--|---|
| Min/Max Hours per week:<br>Varies   | Conditions for Overtime:<br>Only in emergencies  | Seasonal/Cyclic:<br>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>   |
| Work Schedule:<br>Full Time <input checked="" type="checkbox"/> Part Time <input checked="" type="checkbox"/>   |  | Pay Range:<br>TBD   |
| Incumbent's Name (If filled position):  | Address Where Position Is Located:<br>Birch Bay Village Office   |   |
| Department:<br>Safety & Compliance  | Supervisor's Name and Title:<br>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.</p> |  |   |
| Assigned Work Activities (Duties and Tasks)   |  |   |
| % of time<br>(Must total 100%)  | List the assigned work in order of importance, with essential functions underlined.  |   |
| 50%   | <b>Duty:</b><br>Visitor Check in<br><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><br>Homeowner/Resident Support<br><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</li> </ul> |   |
| 25%   | <b>Duty:</b><br>Compliance/Patrol Support<br><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>   |   |
| Lead Work/Supervisory Responsibilities  |  |   |
| Lead Position: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/><br>Supervisory Position: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>   | <input type="checkbox"/> Assigns Work <input type="checkbox"/> Instructs Work<br><input type="checkbox"/> Plans work <input type="checkbox"/> Evaluates Performance<br><input type="checkbox"/> *Hires <input type="checkbox"/> *Terminates  | <input type="checkbox"/> Checks Others' Work<br><input type="checkbox"/> *Takes Corrective Action<br><br>(*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 be trained by the Gate Operations Lead, but is expected to operate with little direction, but fully expected to communicate regularly with Gate Operations Lead.

### Working Conditions

|                                  |  |
|----------------------------------|--|
| Work Setting, including hazards: | Gate Office 100%   |
| 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, FT employees have access to 89% covered medical/dental |

### 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 Gate Operations Coordinator Team Lead
- HR processes with 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.**