

BEAR VALLEY CSD

JOB DESCRIPTION

JOB TITLE: GATE PASS COORDINATOR
DEPARTMENT: PUBLIC SAFETY – ENTRY GATE
REPORTS TO: DISPATCH SUPERVISOR

JOB SUMMARY:

Under general supervision, Pass Coordinators perform a variety of duties related to the control and monitoring of access to District roads; respond to inquiries and telephone calls; operate telephones and two-way radio to communicate with other District personnel; and perform other related work as required to ensure that only property owners, residents and guests are allowed in Bear Valley Springs. Commercial vehicles are also monitored. Incumbents in this classification are required to work shifts including nights, weekends and holidays in order to provide around the clock 24/7 coverage.

DISTINGUISHING CHARACTERISTICS:

The Entry Gate Division provides for the orderly and safe movement of authorized vehicular traffic into the District, to ensure public safety through regulation and control, and are ambassadors to the community, representing the values of the community to visitors and residents by maintaining a professional, friendly and courteous manner.

SUPERVISION RECEIVED/EXERCISED:

All duties are performed under the supervision of the Dispatch Supervisor who reports to the Chief of Police. Gate Pass Coordinators do not perform any supervision of any classification.

ESSENTIAL FUNCTIONS STATEMENTS:

Essential functions, as defined under the Americans with Disabilities Act, may include the following duties and responsibilities, knowledge, skills, and other characteristics. This list of duties is illustrative only, and is not a comprehensive listing of all functions and tasks performed by this position.

ESSENTIAL FUNCTIONS:

- Must demonstrate a positive attitude and professional demeanor, serving as an ambassador for the District, and encouraging other employees to do the same
- Effectively present information to members of the public and other employees
- Monitor access at the entry gate; verify approval for all visitors/vendors
- Enforce entry requirements; inspect incoming vehicles for appropriate entrance decal, credentials, special event pass or inclusion on approved roster

JOB TITLE: GATE PASS COORDINATOR

- Enter visitor and vendor pass information into computer system according to District policies and direction received
- Answer general inquiries from residents and visitors in a polite and professional manner
- Direct visitors and commercial vehicles to various areas of the community
- Maintain accurate log of daily access activities; provide log to police or dispatch personnel upon request
- Observe and report suspicious activity, erratic drivers or drivers suspected of being under the influence of alcohol or drugs to the Police Department
- May be required to work random and/or unscheduled shifts
- Other duties as assigned

EDUCATION, EXPERIENCE & TRAINING

Minimum qualification for this classification include:

Education:

Equivalent to graduation from a U.S. high school or passing score on the General Education Development (GED) exam.

License or Certificate:

Possession of or ability to immediately obtain a current and valid Class C California Driver's License and maintain a clean driving record.

Experience:

Six months of experience involving extensive public contact or security is highly desirable.

KNOWLEDGE & ABILITIES

Knowledge of:

- Organizational skills and ability to prioritize and multi-task
- Streets, landmarks, and geography of the local area
- Pertinent federal, state and local laws, codes and regulations
- Office procedures, methods, and equipment including computers and applicable software applications
- English usage, spelling, grammar and punctuation
- Appropriate safety precautions, procedures, practices and regulations

Ability to:

- Maintain a flexible work schedule that includes overtime, on-call status, call-backs, nights, weekends, holidays and rotational shifts
- Use professional telephone etiquette in handling resident requests
- Project an approachable and professional image in personal appearance, manner, and demeanor
- Maintain a work environment of cleanliness and organization
- Acknowledge and greet all residents and guests with utmost courtesy and urgency
- Be self-motivated and perform responsibilities with a strong customer service orientation
- Work with general office equipment such as computer, phone and fax machine; ability to learn required software programs
- Perform basic addition, subtraction, multiplication and division

JOB TITLE: GATE PASS COORDINATOR

- Follow established codes, policies and guidelines
- Think clearly and handle emergency or unexpected situations calmly and methodically
- Effectively interact with all levels of management, employees, residents and guests
- Work independently in the absence of direct supervision
- Logically solve problems
- Understand and follow oral and written instructions
- Communicate clearly and concisely, both orally and in writing
- Accept correction and constructive criticism and apply it to performance

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands may include: hearing, kneeling or crouching, lifting and carrying (10 – 20 pounds), moving around gate house, reaching overhead and above shoulders, repetitive hand or body motions, seeing, sitting, speaking, standing, stooping/bending, using hands and fingers, and walking.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work environment includes: exposure to fumes or airborne particles; working near moving vehicles or mechanical parts; outside weather conditions which may include extreme cold or heat and exposure to snow, rain, wind, sun, etc. The noise level in the work environment is usually loud.

DISASTER SERVICE WORKER:

In accordance with Government Code Section 3100, District employees, in the event of a disaster, are considered disaster service workers and are required to report for duty and respond accordingly.

FLSA

This is an FLSA Non-Exempt position.