



T H E R E S E R V E

POSITION DESCRIPTION:

Position Title: Security Officer – Entry Level
Department: The Reserve Community Association
Reports to: Security Manager
Date Written/Revised: July 25, 2013
FLSA Designation: Non-Exempt – Full-Time
Written by: Human Resources

JOB SUMMARY:

Under supervision, performs access control, first responder duties, security enforcement, and crime prevention.

ESSENTIAL FUNCTIONS:

1. Patrol The Reserve Community Association property in a marked security vehicle, golf cart, and bicycle or on foot.
2. Responds to calls regarding the protection of life and property.
3. Enforce The Reserve Community Association Rules and Regulations.
4. May conduct both preliminary and follow-up investigations of disturbances, prowlers, burglaries, thefts, vehicle accidents, death and other incidents as directed; interview victims, witnesses, and suspects; gather and preserve evidence; testify in court as required.
5. Administer first aid.
6. Cooperate with all law enforcement agencies in matters related to the investigation of crimes on property.
7. Prepare accurate and complete reports of investigations conducted and unusual incidents observed.
8. While on patrol enforce driving regulations and issue citations per the California Drivers Code and The Reserve Community Association Rules and Regulations.
9. Check buildings for physical security.
10. Attend and provide security at special events and emergency situations.
11. Maintain contact with members regarding potential security problems and preserve good relationships with the general public.
12. Perform other duties as assigned.

JOB REQUIREMENTS:

The officer must have the ability to operate the security vehicle; bike patrol vehicle, radio, radar gun, night viewing devices, computers, telecommunications and first aid equipment.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

1. **Problem solving** – the individual identifies and resolves problems in a timely manner, gathers and analyzes information skillfully and maintains confidentiality.
2. **Interpersonal skills** – the individual is engaging, gracious, professional and maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.
3. **Oral communication** – the individual relates well to and can communicate effectively with current and potential members and speaks clearly and is persuasive in positive or negative situations and demonstrates group presentation skills.

4. **Written communication** – the individual edits work for spelling, grammar and overall message content, presents numerical data effectively and is able to read and interpret written information.
5. **Planning/organizing** – the individual prioritizes and plans work activities and uses time efficiently.
6. **Quality control** – the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
7. **Adaptability** – the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
8. **Dependability** – the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
9. **Safety and security** – the individual observes safety and security procedures and uses equipment and materials properly.

QUALIFICATION STANDARDS: Knowledge, Skill and Experience

Ability to observe accurately and remember names, faces, numbers, incidents and places; think and act quickly in emergencies, judge situations and people accurately; learn, understand and interpret The Reserve Community Association Rules and Regulations; prepare accurate and grammatically correct written reports; learn and use standard broadcasting procedures of a security radio system; establish and maintain cooperative working relationships with those contacted in the course of work; understand and carry out oral and written directions.

Education: High School education or equivalent; State of California Bureau of Security and Investigative Services Guard Card required per Business and Profession Code, Section 7583.6(a)(b). Forty (40) hours of training within six (6) months of the issuance of the guard card; CPR/First Aid/AED Adult and Child Certification.

PHYSICAL REQUIREMENTS:

The security officer must be physically fit and is required to sit, talk and hear. The officer is required to stand for long periods of time; must have hands to finger dexterity; handle or operate objects, controls and equipment used during the normal shift; reach with hands and arms; run, jump, climb, balance, stoop, kneel, crouch, or crawl; taste and smell. The officer may on occasion lift and or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, night vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT:

While performing the duties as security officer, the employee is occasionally exposed to wet/and/or humid conditions, fumes or airborne particles, extreme cold, extreme heat and vibration. The noise level in the work environment is usually moderate.

OTHER DUTIES:

Due to the nature of the private club industry, associates may be required to work varying schedules to reflect the business needs of The Reserve Community Association, seven (7) days a week, twenty-four (24) hours a day. In addition, this is a resort business and a hospitable service atmosphere must be projected at all times.