

Lake of the Pines Public Safety Officer Gate Officer – PT Position Available

Lake of the Pines Homeowners Association (LOP) is accepting applications for the position of Public Safety Officer. This position is primarily administrative duties including customer service, answering phones, inputting data into software system, dispatching patrol officers to areas of the community and customer service.

Lake of the Pines is a 2,000-home gated private community located in the foothills of Northern California between the towns of Auburn and Grass Valley. Among its numerous amenities, the community boasts of a 230-acre private lake and a 19-hole golf course as two of its prime amenities. This is a PT, hourly position with a salary range of \$17.60 - \$18.75 and includes facility use privileges including golf, swimming pool, beaches, parks, tennis, and discounted meals. Pre-employment background search required following conditional offer of employment.

Duties and Responsibilities:

- Answering high volume of phone calls with customer service-oriented demeanor at all times.
- Ability to diffuse conflict through conversation.
- Enforcing LOP rules and regulations, Health and Safety Statutes, and other regulations deemed necessary.
- Controlling access to private gated community.
- Data entry on the computer logging members' guests into the system for gate access.
- Logging in contractors, renters, complaints, keys, bank runs, sewer pump problems, and any unusual circumstances, contact involved parties and authorities when needed.
- Dispatching Patrol Officers to any incoming calls and reports.
- Making entries in daily security department roster: record, in chronological order, significant or noteworthy events/incidents.
- Monitoring all incoming traffic and Police/Fire Scanner Traffic.
- Investigating and submitting reports.
- Documenting activities in accordance with specified Association and security department policies.
- Being cognitive and aware of all ongoing activities related to LOP Association.
- Being able to perform any task, duty, or assignment within security department as directed.
- Able to multitask including typing at the computer, talking on the phone, allowing sponsored guests into the community all at the same time without errors.
- MUST be able and willing to work evening, overnight and holidays shifts with positive and teamwork attitude!
- May also be assigned other duties as needed.

Requirements:

- High School Diploma or general education degree (GED)
- Current Guard card Required at time of employment.
- Valid California Driver's License and clean driving record
- CPR/First Aid/AED certified as well as baton and pepper spray training.
- At least 2 years' experience in security or public safety Required; patrol experience preferred.
- Language Skills: Ability to read and comprehend simple instructions and memos. Ability to write simple correspondence and employ common sense/good judgment in report writing. Ability to effectively present information in one-on-one and small group situations to Association members and public and governmental agencies. Ability to type and spell accurately. Ability to communicate effectively and appropriately with members, guests, and co-workers with a happy, and customer service-oriented attitude and focus.
- Reasoning Ability: Ability to solve practical problems.

Applications are available online at www.lop.org under About Us/Employment Information. Email your cover letter, resume and application to HR @lop.org. Or mail or drop off submission to Lake of the Pines Association, Attn: Human Resources, 11665 Lakeshore N., Auburn, CA 95602; or fax to 530-718-2645.