

JOB DESCRIPTION

POSITION TITLE: SECURITY DESK OFFICER

REPORTS TO: OFFICER IN CHARGE

GENERAL SCOPE OF WORK

The Security Desk Officer is responsible for maintaining security services at the gatehouse of the Treasure Lake Community. This position performs clerical functions, assists residents, other agencies, and the public and greets guests. Activities are performed to ensure reasonable privacy and security for residents and to minimize the risk of loss and damage in case of emergency.

KEY OBJECTIVES

The key objective of the Security Desk Officer of the Treasure Lake Property Owners Association (TLPOA) is to maintain a high level of security and services to property owners and guests while enforcing all local and State laws and ordinances and all TLPOA policies and governing documents.

RESPONSIBILITIES

- Perform clerical duties as assigned; answers phones, maintain logs, etc
- Greet and validate guests requesting entry into the community
- Enforce vehicle control and entry according to TLPOA Safety and Security Policies and the Declaration of Restrictions
- Receive and respond to emergency and non-emergency calls from the property owners, dispatchers, and other law enforcement agencies via telephone and radio systems
- Process and evaluate information received, prioritize calls and dispatch required Treasure Lake units and/or other agencies
- Monitor and coordinate security unit activity and assignments via radio communication
- Maintain status and location of security and public safety personnel within the community
- Utilize technology such as computers, radio systems, telephones, fax machines and other communication equipment
- Create and maintain automated or manual logs of TLPOA Security communication activity
- Maintain appropriate security and confidentiality of information created or encountered in the performance of assigned duties
- Prepare daily reports required to keep the Officer in Charge advised of Security matters at the gatehouse
- Conduct investigations of policy violations within Treasure Lake and assist other law enforcement agencies in the performance of their investigations
- Report all criminal activity to the appropriate law enforcement agencies
- Assist the Property Control Compliance Officer in the enforcement of the Treasure Lake

Property Control Policies

- Report all calls for help and assistance from the residents and guests within the Lake to the officer on duty
- Report any traffic and maintenance hazards to the Officer in Charge
- Maintain all communication and emergency equipment and security vehicles in operable order; promptly report maintenance concerns to the Officer in Charge.
- Perform other tasks as assigned by the supervisor

KNOWLEDGE AND EXPERIENCE

- Must be capable of handling customer complaints with skill and efficiency and treat everyone with respect – property owners, guests, etc
- Ability to remain calm, think clearly and act quickly in emergency situations
- Knowledge and ability to handle clerical duties
- Ability to clearly, concisely, and professionally communicate both verbally, on the phone and face-to-face, and in writing
- Capable of establishing and maintaining effective working relationships with other employees and managers
- Knowledge of law enforcement terminology and procedures is helpful
- Ability to effectively multitask
- Capable of reading and interpreting maps to determine locations and jurisdictional boundaries
- Ability to observe situations analytically and objectively and relay details accurately
- General computer knowledge and competency is required.

QUALIFICATIONS

- Certified in Basic First Aid and CPR required (may be obtained after hire)
- Must hold a valid PA driver's license and maintain a clean driving record
- Must obtain/maintain clean background clearances
- General knowledge and familiarity of the geography of the Treasure Lake Community and surrounding areas is a plus

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.

- While performing the duties of this job, the employee is frequently required to sit, talk, and hear. The employee is frequently required to stand, walk, use hands and fingers, and handle or operate objects. The employee is occasionally required to reach with hands and arms, stoop, kneel, or crouch.
- The employee must occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close, distance, color, peripheral, and depth perception and the ability to adjust focus.

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 is primarily performed in office setting but employees may occasionally be exposed to fumes or airborne particle, toxic or caustic chemicals, cold, heat and vibration
- The noise level in the office work environment is moderately noisy.

My signature below indicates that I have read and understand my job description. I also understand that it may be changed at any time and that I will be provided a copy of the revised document.

Signature of Employee

Date

Signature of Supervisor

Date