



**Community Safety Manager**  
**Reports to:** General Manager  
**Classification:** Exempt  
**Salary Range:** \$75,000 – \$93,000

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### **POSITION SUMMARY:**

The Community Safety Manager is responsible for supporting operations by supervising staff and for planning, organizing, and implementing Cordillera's security and public safety activities. The person in this role is proactive and has the leadership and experience needed to guide a dynamic team. The Community Safety Manager is responsible for completing daily activities successfully while having the long-term vision to facilitate ongoing improvement and efficiency within a safety department that operates continuously. The Community Safety Manager leads by example, maintains a positive work atmosphere, and adheres to high standards when communicating with those on the team and in the Cordillera community.

### **WHAT YOU WILL DO:**

- Take responsibility as a leader in the Department's work activities that spans patrol activities, gatehouse operations, access pass systems development, vehicle and equipment maintenance programs, and various alarm and monitoring systems, including keyholder and other Cordillera property-owner specific programs.
- Take ownership of a critical leadership role by promoting a collaborative, problem-solving culture.
- Earn respect and develop rapport with the team while covering shifts when needed to better understand the services and activities of the Department.
- Be willing to get your hands "dirty" while working alongside the skilled team members you'll lead.
- Develop and promote safety, emergency preparedness, compliance, educational and informational public safety initiatives.
- Represent and serve as a liaison for the Cordillera Metro District; interact and cooperate with federal, state, local, and community organizations.
- Recommend and administer policies; implement procedures to reduce or eliminate accidents, criminal acts, and complaints to the extent possible to ensure the safety of all residents, employees, guests, and properties.
- Serve as the primary contact to outside law enforcement agencies for the purpose of crime investigation and legal prosecution as necessary.
- Monitor access control programs (passes, transponders, gatehouses, CCTV, etc.) for Cordillera residents and their guests, construction, and service personnel to ensure effective and appropriate levels of security.
- Work with the General Manager to identify department needs; establish and monitor budgeting and capital expenditures for the Community Safety Department; ensure budgetary compliance.
- Create and implement Standard Operating Procedures for Cordillera's Safety department that include effective training programs for new employees and ongoing training for current employees to ensure consistent and effective public safety operations for the community.
- Communicate effectively and lead by example; Maintain a positive work atmosphere by acting and communicating in a manner that promotes professional interactions with property owners, guests, co-workers, and managers.

- Exercise considerable initiative and judgement when responding to emergency situations.
- Observe safety and security procedures; determine appropriate action beyond guidelines; report potentially unsafe conditions; use equipment and materials properly.

**SUPERVISORY RESPONSIBILITIES:**

- Directly supervise the Community Safety department’s supervisors, trainers, and agents; responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Understand, support, and coach others in the organization’s vision, mission, and model; communicate with transparency, openness, and trust; foster an environment of teamwork, creative thinking, and innovation.
- Conduct supervisory responsibilities in accordance with the organization's policies and applicable laws.

**REQUIRED SKILLS & CERTIFICATIONS:**

- Valid motor vehicle driver’s license and a good driving record
- Current Basic First Aid, CPR, and AED course certification or the ability to attain certification; maintain these certifications set forth by the American Red Cross or equivalent association
- Knowledge of Microsoft Word, Excel, Windows, Outlook, Internet, and database software
- Extraordinary interpersonal and human relations skills
- Exceptional verbal and written communication skills
- Ability to respond to emergency situations in a calm and professional manner
- Confident and mature judgement-making, conflict mitigation, and conflict resolution skills
- Knowledge of implementing risk management and loss prevention programs
- Ability to create Standard Operations Procedures and implement training programs

**REQUIRED EDUCATION & EXPERIENCE:**

The Community Safety Manager has a bachelor’s degree in business and/or public administration or the equivalent and 5 years or more related experience and/or training.

**POSITION TYPE & WORK EXPECTATIONS:**

The Community Safety Manager position is a salaried full-time, year-round position working 40 - 50 hours per week on average.

**TRAVEL:**

The Community Safety Manager occasionally travels with overnight stays for education and seminars.

**WORKPLACE ENVIRONMENT:**

The Community Safety Manager is regularly exposed to outside weather conditions including extreme cold and heat; and frequently exposed to wet and/or humid conditions. The noise level in this work environment is usually moderate. High-altitude environment precautions are necessary.

**PHYSICAL DEMANDS:**

The Community Safety Manager must have the physical ability to sit 40%, stand 40%, and walk 20% of time spent in each activity. The person in this position must be able to lift, carry, push, and pull up to 40 pounds. This role requires occasional climbing, stooping, kneeling, crouching, crawling, reaching, handling, fingering, feeling, and tasting/smelling; talking including ordinary and other; hearing including ordinary, conversation and other; and seeing near and far, acuity and accommodation; frequent seeing including depth perception, color vision and field of vision; and constant balancing. The environmental conditions are 40% inside and 60% outside, including occasional wet and/or humid conditions.

**EQUAL EMPLOYMENT OPPORTUNITY (EEO) POLICY:**

The Cordillera Metro District provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, The District complies with applicable state and local laws governing nondiscrimination. This policy applies to all terms and conditions of employment including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

**OTHER DUTIES:**

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job. Other duties are as assigned.

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**SIGNATURES:**

This job description has been approved by all required levels of management:

General Manager: \_\_\_\_\_ Date: \_\_\_\_\_

HR: \_\_\_\_\_ Date: \_\_\_\_\_

I have read and understand the job requirements, responsibilities and expectations set forth in the job description provided for my position. I attest that I am able to perform the essential job functions as outlined with or without any reasonable accommodations.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_