



PUBLIC SAFETY AGENT
Reports to: Public Safety Manager
Classification: Non-Exempt
Salary Range: \$20.00–\$23.00

POSITION SUMMARY:

The Cordillera Metro District Public Safety Agent is a creative multitasker and enjoys working within a small yet fast-paced environment that is mission-driven and ambitious in achieving results. The person in this position exercises good judgment in a variety of situations and has strong written and verbal communication skills in addition to administrative and organizational skills. Under general supervision, the Public Safety Agent performs duties to ensure the safety and security of Cordillera residents, visitors, and employees. Public relations skills and the ability to provide excellent customer service are attributes of a successful Public Safety Agent. This position is comprised of two roles: Gate Attendant and Safety Patrol. Agents are assigned a combination of both roles unless an exception is granted.

WHAT YOU WILL DO:

- Function as a friendly and helpful ambassador of the Cordillera Metro District Public Safety team
- Perform all duties in a non-discriminatory manner and in accordance with established policies, procedures, and guidelines
- Enforce and abide by all rules, regulations, and policies of Cordillera as established by the Cordillera Metro District, the Cordillera Property Owners Association, Design Review Board, and the management of the Public Safety Department
- Maintain a positive work atmosphere by acting and communicating in a professional manner with property owners, vendors, guests, team members, shift supervisors and management
- Address the public in a calm, professional, and ethical manner; respond appropriately to guest requests and complaints in an accurate, courteous, and prompt manner
- Be vigilant to observe, report, and note any possible safety issues or hazardous situations
- Safeguard company assets, property, equipment, and facilities against illegal and destructive acts
- Ensure proper use and security of Cordillera equipment; operate and maintain equipment and vehicles in accordance with established policies and procedures
- Maintain confidentiality and integrity of information pertaining to employees, guests, and concession partners when it is disclosed, accidentally discovered, or communicated.
- Maintain strict confidentiality of information related to incidents or events involving Cordillera when communicating with unauthorized personnel including but not limited to radio, television, newspapers, and other press/media personnel
- Perform other duties as assigned

Gate Attendant:

- Provide exemplary customer service to all property owners, guests, and vendors entering the community
- Control access to Cordillera through assigned gates; check, log, and clear authorized personnel and vehicles presenting proper identification or passes at the gates
- Use technology appropriately and maintain strict confidentiality of information; submit written reports
- Enforce and limit construction hours; monitor after-hours gate access and egress
- Issue and/or manage gate access transponders for owners and vendors
- Issue bicycle registration identification
- Monitor emergency radio and provide information to assist emergency services
- Answer and transfer incoming calls; dispatch emergency calls for alarms (intrusion, burglar, fire, etc.) and other calls of various nature
- Ensure the cleanliness of the gates and surroundings; monitor trash and recycling throughout the community; pick up trash
- Monitor dog and pet rules
- Monitor precipitation (rain, hail, and snow) in the CoCoRaHS network
- Deliver newspapers to residents, visitors, and employees
- Conduct entry gate repairs and inspect for malfunction

- Conduct fire extinguisher and AED checks; replace and repair when needed
- Monitor and assist with emergency evacuation procedures
- Practice a high level of safety awareness

Safety Patrol:

- Patrol assigned areas in a vehicle or on foot; provide aid and direction to Cordillera residents, visitors, vendors, and employees
- Conduct building and residential security checks; monitor emergency access waivers
- Check and patrol USFS access points
- Conduct Equestrian Center checks and monitor horses for emergency conditions
- Enforce and limit construction hours; monitor after-hours gate access and egress
- Respond to and enforce violations of local, state, and federal laws as well as compliance with Cordillera policies, with respect to infractions occurring on Cordillera property and in the immediate perimeter area (to include parking lots); report infractions to the appropriate law enforcement agencies or Public Safety department
- Respond to security incidents occurring on Cordillera property; mitigate and defuse situations
- Respond to and manage alarms (intrusion, burglar, fire, etc.) as dispatched in coordination with the shift supervisor
- Respond to medical situations and incidents; administer first aid and CPR assistance within certification and training limits when appropriate; arrange for emergency medical attention through the duty supervisor as necessary
- Respond to and control emergency situations; monitor and assist with emergency evacuation procedures; perform crowd control duties; administer first aid and CPR assistance within certification and training limits when appropriate; arrange for emergency medical, fire, and law enforcement response as determined necessary by Public Safety management
- Deploy traffic cones as needed for events and traffic management, along with traffic calming and speed management; replace speed sign batteries and relocate speed signs
- Provide assistance and direction to Cordillera residents, visitors, and employees; deliver newspapers to their locations
- Utilize property call box for after-hours gate access
- Jump start vehicles when necessary
- Monitor and change fire danger signs to the appropriate level; use fire extinguishers and other tools to suppress small fires when necessary
- Conduct fire extinguisher and AED checks; replace and repair when needed
- Lift objects weighing up to 50 pounds; move dead animal carcasses; shovel snow

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities.

REQUIRED SKILLS & CERTIFICATIONS:

- Valid U.S. 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 productivity software including Microsoft Office Suite
- Excellent customer service skills, with the ability to speak to others in a manner that is respectful, considerate, and professional
- Effective written and verbal communication skills
- Ability to respond appropriately to an emergency situation
- Physical and psychological fitness level that meets the demands of the position
- Sound judgement skills; skilled in mitigating and defusing conflicts
- The ability to obtain other certificates related to this field as required

REQUIRED EDUCATION & EXPERIENCE:

The Public Safety Agent has a high school diploma or the equivalent, or 1 years or more related experience and/or training, or an equivalent combination of education and experience.

POSITION TYPE & WORK EXPECTATIONS:

The Public Safety Agent position is full-time, year-round, 40 hours per week, with seasonal overtime required. The person in this role must be available to work a variety of shifts including days, evenings, and midnights as well as weekends, holidays, and overtime. Weekend work and shift work will be required.

TRAVEL:

The Public Safety Agent occasionally travels with overnight stays for education and seminars.

WORKPLACE ENVIRONMENT:

Gate Attendant: The person in this role works inside 90% of the time but will occasionally be exposed to outside weather conditions including extreme cold and heat; and occasionally exposed to wet and/or humid conditions. The noise level in this work environment is usually moderate. High-altitude environment precautions are necessary.

Safety Patrol: The person in this role is regularly exposed 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:

Gate Attendant: The Public Safety Agent must have the physical ability to sit 60%, stand 30%, and walk 10% of time spent in each activity. The person in this position must be able to lift, carry, push, and pull up to 15 pounds. This role requires occasional climbing, stooping, kneeling, crouching, crawling, reaching, handling, feeling, 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.

Safety Patrol: The Public Safety Agent must have the physical ability to sit 50%, stand 30%, 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 50 pounds. This role requires occasional climbing, stooping, kneeling, crouching, crawling, reaching, handling, feeling, 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.

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.

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: _____