



Email: office@hroa.us  
 Phone: (805) 238-9641  
 Fax: (805) 238-3430

2130 Heritage Loop Road  
 Paso Robles, CA 93446  
 Website: www.hroa.us

<b>Job Description</b>			
<b>Job Title:</b>	Community Access Attendant	<b>Reports To:</b>	Gate Access Manager
<b>Ex/Non-Ex:</b>	Non-exempt	<b>Department:</b>	Gate
<b>Shift/Hours:</b>	Monday – Sunday, Shifts TBD	<b>Pay Range:</b>	15.50 – 19.00
<b>Job Classification:</b>	Full-time	<b>Date Written:</b>	January 2023
<b>Location:</b>	On-Site	<b>Supervise Employees</b>	No

<b>Essential Functions and Duties</b>
<p>Community Access Attendants are responsible for dealing directly with HROA members and the public in handling entrance gate admission, customer concerns, recreational vehicle registration.</p> <p><b>Essential Duties and Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Provide support and information to Security, coworkers, and outside agencies regarding HROA activities.</li> <li>• Handle concerns and grievances from members, tenants, and guests.</li> <li>• Ensure registration is completed for all visitors, cars, trucks, recreational vehicles, and vessels coming into or through HROA gates.</li> <li>• Operate two-way radio to maintain contact with other HROA personnel.</li> <li>• Enter data into systems and create forms, ensuring high-level accuracy and detail.</li> <li>• Provide customer service to members and visitors including answering phones, checking in guests, and monitoring gate access corridors.</li> <li>• Handle situations in a polite and professional manner.</li> <li>• Ensure gatehouse employees understand and can communicate HROA CC&amp;Rs, rules and regulations, and policies and procedures to members and guests.</li> <li>• Help to quickly relate policies and resolve questions from members effectively.</li> <li>• Read maps and give clear, concise, and accurate directions.</li> <li>• Identify and deter negative situations, when possible; notify Ranch Patrol as needed.</li> <li>• Adhere to the Confidentiality Policy.</li> <li>• Mentor and provide guidance for new gatehouse employees.</li> </ul>

<b>Other Responsibilities and Duties</b>
<ul style="list-style-type: none"> <li>• Adhere to all employee handbook policies, including and especially the Confidentiality and Ethics policies.</li> <li>• Contribute to team effort.</li> <li>• Practice good housekeeping techniques for work area and shared workspaces</li> <li>• Adhere to Safety policies and standards.</li> <li>• Pursue the job with drive and determination.</li> <li>• Use logic to solve problems with effective solutions.</li> </ul>

<b>Job Knowledge, Skills and Abilities</b>
<ul style="list-style-type: none"> <li>• Proficiency with HROA’s policies and procedures, CC&amp;Rs, rules and regulations, and training manuals.</li> <li>• Proficiency with Gatehouse software including, but not limited to, TOPs, surveillance software, and Door King.</li> <li>• Proficiency in math skills with ability to calculate and total fees daily with accuracy.</li> <li>• Strong customer service focus with ability to communicate courteously and handle escalated issues.</li> <li>• Strong attention to detail and ability to multitask.</li> </ul>

**Heritage Ranch Owners Association**  
**Job Description – Community Access Attendant (continued)**

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- Strong organizational and time management skills.
- Good verbal/written communication skills (in English language) with ability to effectively communicate with managers, peers, owners, customers, visitors, and vendors.
- Ability to work in a fast paced and results driven environment.
- Learn quickly, understand/follow instruction and adapt to new problems and situations.
- Ability to meet all safety and physical requirements of the job.
- Team player: ability to cultivate team environment.
- Must be tactful and able to resolve disputes.
- Ability to present professional appearance and behavior in accordance with HROA policies.
- Knowledge of Heritage Ranch Membership Handbook, Rules, and Regulations
- Strong organizational and time management skills.
- Good verbal/written communication skills (in English language) with ability to effectively communicate with managers, peers, owners, customers, visitors, and vendors.
- Ability to work in a fast paced and results driven environment.
- Learn quickly, understand/follow instruction and adapt to new problems and situations.
- Must be tactful and able to resolve disputes.
- Ability to prioritize tasks.
- Ability to exchange and receive information through oral communication and to make discriminations in sound. Must be able to speak in a clear and understandable voice so that communication may be conducted with people of various levels of education and capabilities.
- Must be able to read well enough to see obscure or faint printing with or without corrective lenses.
- Physical ability to move about to accomplish tasks related to the position.
- Must be mentally alert, and detail oriented with good reasoning skills.
- Must be able to work extended hours, weekends and holidays when requested.
- Must be able to work constructively and cheerfully in an environment that may be stressful due to adversarial situations resulting from the proper performance of the department’s mission.
- Must be able to work on more than one assignment at a time with frequent interruptions, changes and delays and remain focused.
- Must have competent organizational skills and must be able to work effectively and cheerfully under stressful circumstances.
- Ability to meet all safety and physical requirements of the job.
- Team player: ability to work as a team and cultivate a team environment.
- Must be tactful and able to resolve disputes.
- Ability to present professional appearance and behavior in accordance HROA policies.

**Education, Experience, Certification and Training**

- High School Diploma or GED equivalent.
- Valid CA driver’s license.
- 1+ years of experience in public-facing customer service, handling escalated concerns.
- Proficiency in current technology including MS Office (Word, Excel, Outlook), TOPS, Door King, and Adobe, Internet.

**Location, Physical and Environmental Requirements**

- Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, handle, feel, pull, bend repeatedly, climb stairs, balance, see with aid, identify colors, peripheral vision, hear with aid, write, count, read, speak, analyze, alphabetize, lift, and carry under 20 lbs., perceive depth and operate a motor vehicle.
- This position will be performed indoors and outdoors. When indoors the environment will be affected by fluorescent lighting and varying controlled temperatures. When outdoors the environment will be affected by the weather, i.e., rain, wind, extreme heat or cold.

**Heritage Ranch Owners Association**  
**Job Description – Community Access Attendant (continued)**

- Working closely with others, working alone, working extended and/or irregular hours.
- Equipment (machines, tools, devices) used in performing the essential job function include but not limited to computers and related equipment, calculators, copiers, fax machines, phone, and vehicles.
- Must be able to drive a car and possess a valid driver's license.

**Limitations and Disclaimer**

This job description describes the essential functions, general duties and responsibilities, physical requirements, and PPE associated with the position; it is not an exhaustive list of all duties, responsibilities, or skills required for the position. Requirements are representative of minimum levels of knowledge, skills, and abilities.

The essential functions, general duties and responsibilities, and physical requirements associated with the position are subject to modification to reasonably accommodate individuals with disabilities. Some physical requirements may exclude individuals who pose a risk to the health or safety of themselves or others.

This job description neither states nor implies that the listed essential functions, general duties and responsibilities, and physical requirements associated with the position are the only tasks expected of an employee. An employee is also required to follow any other job-related instructions and perform any other job-related tasks requested by their supervisor and not in violation of any applicable laws, regulations, or rules.

To perform this job successfully an employee must possess the abilities and aptitudes to perform each duty, responsibility, and physical requirement proficiently.

***This job description in no way creates a guarantee or contract for employment, and in no way alters the “at-will” employment relationship with the Heritage Ranch Association.***

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.

**Approval and Signature**

**Approved By:**

**Date:**

By signing below, I acknowledge I have read this Job Description, and I certify that I can perform all essential job functions without significant risk to the health or safety of myself or others that cannot be eliminated by reasonable accommodation.

**Employee Signature:**

**Date:**