
Job Title:
Reports to:

Security / Night Associate
Area Coordinator



Job Responsibilities:

- Ensure the health, comfort and safety of our customers
- Site visits, patrol on foot exterior and interior property. Inspect all walkways, stairs, water drainage on side of building, building numbers, vacant ground level apartments, trees, tool shed, gravel boxes, benches, office/maintenance shop, garbage bins, fire hydrants, lights, recreational areas, entrances and exits.
- Ensure all signs are clearly visible and do not need any repairs.
- Inspect parking areas, Look for damaged or abandoned vehicles, license plates with expired plates, or missing plates, visitor parking, pot holes
- Replace burnt out lights as needed.
- Pick up garbage
- Snow removal
- Phone check in with Customer Service
- Ensure Image Wear is clean, neat and recognizable to customers
- Complete all reports and sent them to AC daily
- Ensure all correspondence with Customers is noted in Tenant Memo field
- Respond to lock out, noise complaints, On Call Maintenance assistance
- Complete other tasks assigned by the Area Coordinator
- Must have valid Drivers license and vehicle.

Experience and Educational Requirements:

- 2 years Customer Service and or Security Experience preferred

Technical Requirements:

- Computer experience is required with web based programs preferred
- Ability to learn and adapt quickly to changing systems and new technology

Non-Technical Requirements:

- Strong commitment to providing excellent customer service
- Ability to take responsibility for all actions and decisions and to follow through until a resolution is obtained
- Excellent listening and telephone etiquette skills
- Exceptional problem-solving and decision-making capabilities
- Strong planning and organizational skills coupled with ability to multi-task and prioritize
- Excellent time-management skills
- Ability to handle sensitive and confidential matters
- Ability to remain calm and in control of a situation while still maintaining patience, empathy and understanding
- Ability to work independently (self managed) and with other Associates in a team environment
- Ability to learn quickly, adapt to change and be flexible in nature
- Displays a high level of initiative and commitment to success (striving toward Boardwalk's mission statement)
- Demonstrates a positive attitude, enthusiasm and assertiveness
- Ability to spend up to eight hours walking, standing, climbing stairs, lifting
- Ability to maneuver or lift up to 10kg with the proper equipment

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