



DIRECTOR OF COMMUNITY SAFETY

OPPORTUNITY AT THE CLUB AT QUAIL RIDGE

Be a part of something amazing, as you help to shape the *lifestyle* experience at The Club at Quail Ridge. As an established and exclusive country club community in the heart of Palm Beach County, we're seeking a true leader to join our family, serving as the **Director of Community Safety**, managing a security and safety team and creating fantastic first impression experiences for members and guests. This is an exceptional opportunity!

We are looking for our next Superstar to join our team of Managers that have helped the Club become both a Distinguished Club as recognized by Board Room Magazine and a Platinum Club of America by the Club Leaders Forum. This position will lead the day to day Community safety and security providing first class service to our members and guests including emergency response.

OUR COMMUNITY

Experience the *Everything Matters lifestyle* at The Club at Quail Ridge, a premier, private, gated Country Club community. Located in Boynton Beach, within the heart of Palm Beach County, Florida, our residents enjoy an enviable lifestyle of casual elegance and luxury. Quail Ridge offers over 600 acres of lush and beautifully landscaped grounds, 947 residences, 2 championship golf courses, 16 Har-Tru Tennis Courts, six Pickleball courts, a Spa & Fitness Center, miles of walking trails, an endless calendar of engaging social and cultural activities, world-class dining and sporting events, and a beautiful recently new 23-million-dollar Clubhouse. Our community is ideally-located, close to fine restaurants, shops, entertainment and cultural activities in one of America's most famous vacation areas. Breathtaking beaches, boating, deep water sports, shopping and entertainment are all nearby.

Quail Ridge has it all, showing our members an unparalleled level of service, security, and peace of mind. With 24-hour security patrol, on-site medical first response, and a host of community services including on-site housekeeping, general maintenance and in-home dining services. With an on-site horticulturist, and extensive landscaping and grounds crew, the Club is also recognized as a certified Audubon Cooperative Sanctuary by the National Audubon Society, one of the oldest organizations in the world that uses science, education and grassroots advocacy to advance its conservation mission. It is the beautiful landscaping, safety, and service excellence at Quail Ridge that attracts residents to the community. The secret to our success is found in the genuine friendliness and camaraderie of our members and the impeccable service delivered by our dedicated staff, eager to exceed expectations and uphold our mission that *Everything Matters*.

OUR MISSION

At Quail Ridge, *Everything Matters*. Quail Ridge believes that quality employees create quality experiences, we make the commitment to provide professional, consistent and first-class service with positive energy and a sense of urgency.

If you are a true leader with exceptional experience, exemplary member service skills, and the desire to be part of a dynamic team environment, then we encourage you to read on and apply to be our **Director of Community Safety**.

Position Summary

The Director of Security/Community Safety is responsible for maintaining a safe and secure environment at Quail Ridge. Oversees the day to day functions of the Security department and multiple staff/officers. Responsible for emergency situations throughout the community and facilities for members and staff.

Responsibilities include

- Administer and manage the Safety and Security department in accordance with all applicable laws, policies and procedures.
- Administer and manage the safety program, conducting quarterly safety meetings on employee injuries and communitywide safety with department heads and Human Resources.



- Responsible for all accident and injury investigations of employees and members community wide.
- Manage any safety and security issues occurring in the community with employees, management, or membership.
- Participate in board meetings to update management and members of community wide security and safety issues, follow up as needed to implement or correct deficiencies, rectify and remedy situations.
- Responsible for documenting all incidents in community, reporting on and follow up as needed.
- Establish and manage the departmental budget.
- Develop and implement operational policies and procedures, in accordance with those outlined by the COO/ General Manager and/or the Board of Directors.
- Delegate appropriate authority to supervisors and assign personnel in accordance with their abilities and mission requirements.
- Conduct regular personnel evaluations to ensure optimum performance and provide appropriate guidance to subordinate supervisors.
- Keep abreast of changes and developments in applicable local, state and federal laws, and the areas of emergency medicine and emergency management.
- Establish and maintain effective working relationships with local, state and federal agencies, especially in the areas of law enforcement, emergency medicine, and emergency management.
- Hear and appropriately address any complaints or concerns from within the community.
- Establish and maintain a maintenance/replacement program for all departmental equipment, as well as, the perimeter fence and alarm system, common area lighting, and all burglar alarms in Quail Ridge buildings.
- Oversee an effective training program for newly hired Officers, as well as, an in-service training program that enhances key competencies.
- Assure that license/certification, as well as, weapon and ammunition checks are conducted on a weekly basis.
- Oversee all investigations within the community.
- Conduct risk and vulnerability surveys on a regular basis.
- Work with Management and the Board of Directors to develop effective emergency management, continuity, and recovery plans.
- At the direction of the COO/General Manager, assume control of the community in the event of a major crisis (hurricane, flood, terrorist attack) and utilize local resources as needed.
- Prepare a pandemic prevention and response program.
- Advise the COO/General Manager, the Property Manager, the Board of Directors, and the Safety Committee on matters of safety and security.
- Participate in continuing education that enhances his/her ability to properly manage the department and achieve its goals.
- Keep the COO/General Manager and the Property Manager abreast of all situations of importance that relate to the operation of the Quail Ridge Community.
- Provide additional services – at the direction of the COO/General Manager or the Community Manager.
- Be available by company supplied cell phone and able to respond to the property any time of day in the event of emergencies.
- Plan and implement strategies to meet Club safety and security goals.
- Conduct tours of property as needed.
- Effectively respond to member complaints in accordance with Club standards.
- Develop and provide ideas, feedback, and suggestions to continuously improve the services provided to members.
- Develop, monitor, and adhere to a security budget.
- Work collaboratively with all Country Club/POA/Realty management, Boards, and members.
- Manage external vendor relationships.
- Responsible for the direction and supervision of the day-to-day activities of the security employees, including their selection, appointment, salary, placement, promotion, separation and disciplinary actions, in cooperation with the Human Resources Director.
- Thoroughly evaluates all personnel on an annual basis. Ensures that all employees in the Department receive an annual evaluation.
- Recommends wage and bonus payments for department employees to the General Manager/COO.
- Is current on all new/current Human Resources policies and procedures, and ensures new information and policies are communicated and adhered to by all staff levels.
- Perform other tasks as assigned by management.



Requirements and experience

- Must be at least 21 years of age.
- High school diploma or its equivalent required.
- Bachelor's Degree preferred.
- Must be eligible and possess an active State of Florida 'D' and 'G' Security/Firearms licenses.
- Military, law enforcement and/or emergency medical experience is preferred.
- Five years security, and two years management experience required.
- Thorough knowledge of generally accepted security practices.
- Must be physically fit – running, jumping, protecting one's self from physical harm may be required.
- Officers may also be required to stand for extended periods both indoors and outdoors in the heat, cold, rain, etc.
- Valid State of Florida Driver's License. Insurable under Quail Ridge's vehicle insurance policy.
- Must obtain and maintain CPR, AED, and 1st Aid certifications.
- Must have clean criminal and motor vehicle records.
- Ability to lift/pull/push up to 50 pounds for emergency situations.
- Ability to communicate fluently in written and spoken English. (Second language is desirable).
- Ability to remain calm, think, and make decisions under stress.
- Must maintain CPR, AED, and 1st Aid certifications.
- Ability to present and maintain a neat appearance.
- Ability to multi-task in a fast-paced, customer service oriented environment.
- Must have the ability to remain politically astute without being politically motivated.
- Must have excellent computer skills, including extensive use of Microsoft Office programs and basic database applications required.
- Must have knowledge of commonly used concepts, practices, and procedures within a security department/area.
- Efficiently handle multiple calls to customers, members/subscribers, vendors and the general public.
- Respond to member complaints and inquiries in a courteous and friendly manner.
- Must possess excellent interpersonal and conflict resolution skills.
- Must possess excellent written and verbal communication skills.
- Must possess excellent organizational skills and coordinate and complete tasks with limited supervision.
- Must be a detail-oriented individual and possess time management skills.
- Must maintain high performance standards.
- Simple computational skills (Add, Subtract, Multiply, Divide, Percents)
- Fluent reading and writing in English with the ability to recognize signs and symbols.
- Ability to deal with routine changes often.
- Ability to deal effectively and tactfully with all employees, management and members.
- Ability to work in a fast paced environment.
- Ability to lift/pull/push up to 50 pounds for emergency situations.

Supervisory responsibilities

- Security Officers/Community Safety officers (19-20 officers)
- Security Admin Assistant

To apply, please email your resume to the HR Director at tblake@theclubatquailridge.com and submit your application at <https://quailridgecc.applicantpro.com/jobs/>