



A G E N D A
EXECUTIVE COMMITTEE

Tuesday, January 13, 2015, 1:00 p.m., Administration Conference Room

1. Call to Order
2. Roll Call
3. Pledge of Allegiance
4. Chair's Announcements
5. Approval of Minutes of the Regular Meeting of December 9, 2014
6. Correspondence
7. Reports
 - a. Mutual Administration Director (Carol Weller)
 - b. HR Director (Ruth Smith)
 - c. Executive Director (Randy Ankeny)
 - d. Architectural Review and Design Subcommittee (Linda Stone)
 - e. Emergency Preparedness Subcommittee (Kathy Rapp)
 - f. Mutual Administration Subcommittee (Kathy Rapp)
8. Shareholder/Member Comments
9. **Unfinished Business**
 - a. Amend Policy 5165-33 (pg. 1)
10. **New Business**
 - a. Discussion only - Policy 2121, Escrow Accounting Procedure (pg. 3)
 - b. Approve GRF Election Materials (pg. 7)
 - c. Rescind Policy 5601 – Open Board Meetings (pg. 18)
 - d. Rescind Policy 5570, Resales (pg. 19)
 - e. Approve New Position Description 3494.1 – Security Officer 1 (pg. 20)
 - f. Approve New Position Description 3494.2 – Security Officer 2 (pg. 22)
 - g. Approve New Position Description 3494.3 – Security Officer 3 (pg. 25)
 - h. Approve New Position Description 3494.4 – Security Officer 4 (pg.28)
 - i. Amend Position Description 3490.1 – Watch Commander (pg. 31)
 - j. Website Ad Hoc Committee
 - k. Discussion only – Employee Handbook
11. Executive Session
 - a. Personnel Update
 - b. Approve Executive Session Minutes
12. Adjournment

The next monthly meeting will be held on **February 10, 2015**, at 1:00 p.m., in the Administration Conference Room.

GOLDEN RAIN OPERATIONS**COMMITTEE FUNCTIONS****AMEND****Mutual Administration Committee**

Pursuant to state statute and Article VIII of the Bylaws the Board hereby appoints the Mutual Administration committee and grants to the committee authority specifically stated within the Foundation governing documents or other authority as specifically granted by the Board or as stated within this policy.

Purpose

The general purpose of a Mutual Administration committee is the review and recommendation of policies/general guidelines governing compliance with management agreements of the 16 Mutuals comprising Leisure World of Seal Beach in the operations of the Mutual Administration and Stock Transfer departments.

Advisory Role

This committee functions in an advisory or consultative capacity, unless specifically approved by a majority vote of the Board.

Committee Members

In accordance with article VII of the Bylaws, committee chair and members shall be appointed by the president and approved by action of the Board in accordance with policy 5020-30.

Duties and Responsibilities

The duties and responsibilities of the Mutual Administration committee shall include, but are not limited to:

- Those duties, responsibilities and procedures as generally defined in:
 - Applicable State Statute
 - Management Agreements
 - Trust Agreement
- Those duties and responsibilities specifically stated in the governing documents or otherwise granted or requested by the Board.

The Committee shall develop and submit for Board approval:

- Recommendations for policies and operational procedures covering the:
 - Mutual Administration Department
 - Stock Transfer Department

(Sept 14)

GOLDEN RAIN OPERATIONS**COMMITTEE FUNCTIONS****AMEND**

- The Committee shall review and update the policies and guidelines annually with any changes submitted for Board approval
- Review and recommendation of any fees associated with the departments as noted above including but not limited to:
 - Transfer Fee
 - Members Certificate and Processing Fee
 - Initiation Fee
 - Pass Fees
 - Copy Fee
- Compliance with civil code 5600 (“...Boards may not impose assessments or fees that exceed the amount necessary to defray the costs for which it was levied...”)

This committee does not have the authority to enter into written contracts or oral agreements with any third parties on behalf of the Foundation or the Board of Directors. Authority to authorize contracts and/or expenses rests solely with the Board of Directors.

Policy

Amended: 23 Sep 14

GOLDEN RAIN FOUNDATION
Seal Beach, California

(Sept 14)

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ADMINISTRATION

COMMUNITY ADMINISTRATION

Escrow Accounting Procedure

1. The Stock Transfer Agent is responsible to send the Accounts Receivable Clerk demand letter when escrow opens requesting the following information:
 - a. Monthly carrying charge amount.
 - b. Date paid to.
 - c. GRF membership fees for month, amount of membership fees and if paid.
 - d. Taken from Tab Run _____ (dated).
 - e. Date audit completed.
2. Accounts Receivable Clerk is to fill out demand letter.

The Accounts Receivable Clerk is also responsible for making sure SRO portions are completed, and to return demand letter to the Stock Transfer Agent within three (3) working days after receipt.

(May 98)

ADMINISTRATION

COMMUNITY ADMINISTRATION

Escrow Accounting Procedure

3. The Stock Transfer Agent is responsible for determining the GRF membership fees are billed to proper stockholder(s) in escrow.
4. The Accounts Receivable Clerk is to notify the Stock Transfer Agent, in writing, of any payment or charge incurred after account has gone into escrow within three (3) working days of transaction.
5. All monies received from closing escrows are to be given to the cashier within three (3) working days or by the last working day of the month in which the escrow closed in any case.
6. The Stock Transfer Agent is responsible to send all file maintenance changes to the Accounts Receivable Clerk within three (3) working days after escrow closes, or by the end of the month.
7. The Accounts Receivable Clerk will order new monthly carrying charge cards.

(May 98)

ADMINISTRATION

COMMUNITY ADMINISTRATION

Escrow Accounting Procedure

8. Refunds of carrying charges paid by seller outside of escrow and collected in escrow are to originate from the Stock Transfer Agent.
9. If any special arrangements are made between escrow offices and buyer about payment of carrying charges, such special arrangements are to be included as part of the written escrow instructions.

(May 98)

ADMINISTRATION

COMMUNITY ADMINISTRATION

Escrow Accounting Procedure

Procedure

Approved: 14 Nov 72

Revised: 10 Feb 98

Administrator

Golden Rain Foundation

(May 98)

GOLDEN RAIN
foundation
SEAL BEACH

MEMO

TO: EXECUTIVE COMMITTEE
FROM: DEANNA BENNETT, EXECUTIVE COORDINATOR
SUBJECT: 2015 GRF ELECTION MATERIALS
DATE: JANUARY 13, 2015
CC: FILE

In compliance with Foundation Policy 5025, Election Procedures, the Executive Committee is tasked with reviewing and approving the attached GRF election materials:

- 2015 Schedule for Election of GRF Directors Representing Uneven-Numbered Mutuels,
- Application for Candidacy as a GRF Director,
- Official Non-Revocable Ballot, and
- How to be a Candidate on the Golden Rain Foundation Board of Directors for Uneven-Numbered Mutuels Only.

Please note that the documents are marked SAMPLE as candidate applications are not available for release until March 2, 2015.

Upon Committee review, I move to approve the election documents and forward them to the GRF Board of Directors for review.

2015 SCHEDULE FOR ELECTION OF GRF DIRECTORS REPRESENTING UNEVEN-NUMBERED MUTUALS

MUTUAL BOARD OR NOMINATING COMMITTEE RESPONSIBILITIES

1.	In accordance with the GRF By-Laws and Davis-Stirling, uneven-numbered Mutual Boards <i>may</i> appoint a Nominating Committee (five members who may be Mutual Directors or Shareholders) at least 90 days before the GRF Annual Meeting* to recommend one to three candidates for each position to be elected. Self-nominated candidates may submit their names to this group as well. <small>*Timing of GRF Special Meeting for Ballot Counting used in lieu of Annual Meeting</small>	Deadline: Monday, March 2
2.	Mutual Nominating Committee gives Mutual Board Secretary the names of one to three candidates for each GRF position to be elected and/or any names of self-nominated candidates.	Deadline: Friday, April 10 4:30 p.m.
3.	Mutual Board Secretary delivers a list of all known candidates (whether nominated by Committee or by self-nomination) to the GRF Corporate Secretary in the Board Office of the Administration Building at least 45 days before the GRF Special Meeting for Ballot Counting (no later than 4:30 p.m.).	Deadline: Friday, April 17 4:30 p.m.

CANDIDATE RESPONSIBILITIES

1.	Candidates may self-nominate themselves and submit their name in person (preferable) or in writing to the GRF Board Office between Monday, March 2 and Friday, April 17.	Deadline: Friday, April 17
2.	Candidates will be asked to complete a brief application of candidacy. If self-nomination was done in writing, an application will be mailed to the candidate or GRF staff will call the candidate with instructions.	Application Deadline: Friday, April 17
3.	Candidates will be asked to submit a statement of 300 words or less describing only their qualifications and background.	Submission Deadline: Friday, April 17

GOLDEN RAIN FOUNDATION AND CAMPAIGN DATES

1.	Ballots will be mailed to voters 30 days before the Special Meeting for Ballot Counting.	Mailing Date: Thursday, April 30
2.	Postcard "reminder" notice of GRF Annual Meeting will be mailed to all Foundation members 10 or more days before GRF Annual Meeting OR a notice will be published in the <i>Golden Rain News</i> . <small>*Postcard was last mailed in 2011 per permission of Attorney Beaumont.</small>	Mailing/Printing Date: Thursday, May 21
3.	Election company receives mailed ballots (shareholders should give Post Office three to four days to ensure timely delivery). Note: Ballots can also be hand-delivered to Clubhouse Four on Tuesday, June 2 between 9:00 and 10:00 a.m.	Deadline: Monday, June 1 12:00 noon
4.	Ballots counted at the Special Meeting (beginning at 10 a.m. in Clubhouse Four).	Meeting: Tuesday, June 2
5.	Annual Meeting of GRF members – 2 nd Tuesday in June at 2:00 p.m. in Clubhouse Four.	Meeting: Tuesday, June 9

Z:\ELECTIONS\2014 ELECTIONS\2015 Schedule for GRF Elections.doc

Mutual _____

APPLICATION FOR CANDIDACY AS A GRF DIRECTOR

2015-2017 Term of Office

This "Application for Candidacy" ("Application") should be completed by all candidates.

I, (*print name*) _____ of Seal Beach Mutual No. _____, Apt. # _____, do hereby place my name into nomination for election to the Golden Rain Foundation Board of Directors representing my Mutual for the 2015-17 term of office.

I am a member in good standing in my Mutual; that is, I am not more than 30 days in arrears of the monthly carrying charge assessment.

Print Name: _____

Signature of Applicant: _____

Telephone Number: _____

Email Address: _____

Check one: A resume/biography is: Attached
 Not attached, but I will turn it in on (date) _____
 I am not providing a resume/biography

Resume/Biography: Candidates shall submit a typed resume/biography ("resume") (background and qualifications up to 300 words) to the GRF Board Office. Candidate's name, Mutual and Apt. # must be listed prominently at the top of the resume/biography.

Returning the Application and Resume: The deadline to return the Application and the Resume is 4:30 p.m. on Friday, April 17, 2015. They may be hand-delivered to the Board Office on the 2nd floor of the Administration Building (13531 St. Andrews Drive) or mailed to the GRF Board Office, P. O. Box 2069, Seal Beach, CA 90740.

Questions: If you have any questions about being a candidate, please call 431-6586, extension 303 for the Board Office or extension 310 for Administration.

GRF OFFICE USE ONLY:

Date received: _____ Time received: _____ Was resume attached? Yes No (circle one)

If resume was not attached, will resume be provided? _____ If yes, when? _____ Staff: _____

Notes: _____

How to be a Candidate on the Golden Rain Foundation Board of Directors for Uneven-Numbered Mutuals Only

The campaign cycle for the GRF Board of Directors will begin soon! During 2015, the Board seats representing the uneven-numbered Mutuals are up for election. During even-numbered years, the Board seats representing even-numbered Mutuals are up for election.

Any member in good standing is eligible to be a candidate for the Golden Rain Foundation Board of Directors representing their uneven-numbered Mutual. A member in good standing is defined by the GRF By-laws as a Mutual shareholder/owner who is no more than 30 days in arrears of their carrying charge.

Candidates may self-nominate or be nominated by their Mutual's Nominating Committee or Board of Directors.

Candidates who are self-nominated must complete an "Application for Candidacy" before 4:30 p.m. on **Friday, April 17** ("Application for Candidacy" forms are available in the Board Office in the Administration Building beginning **Monday, March 2**).

Candidates who are nominated by their Mutual's Nominating Committee or Board of Directors will have their names submitted to the Board Office by the Mutual's Secretary. Upon receipt of any submitted names, the GRF Board Office will contact each candidate and arrange for them to receive an "Application for Candidacy" and candidate instructions.

In accordance with Policy 5025, Election Procedures, each candidate may submit a resume of 300 words or less to the Board Office. Resumes shall cite background and qualifications only and are due before 4:30 p.m. on **Friday, April 17**.

Candidates who complete a timely Application for Candidacy (or are nominated by a Mutual's nominating committee or Board) will be listed on the Secret Mail-in Ballot. Ballot packets containing the Secret Mail-in Ballot, postage-paid envelopes, balloting instructions, and deadlines will be mailed to each household in the uneven-numbered Mutuals on **Thursday, April 30**. The GRF By-Laws have no provisions for write-in candidates on the ballots or for nominations from the floor.

For further information on being a candidate for the GRF Board, please call 431-6586, extension 303 for the Board Office or 310 for Administration.

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GOLDEN RAIN OPERATIONS

Election Procedures

The following will be in effect for the election of representatives to the Golden Rain Foundation Board of Directors:

1. Elections

a. Annual Election

The election of representatives for odd-numbered Mutuals will occur during odd-numbered years and the election of representatives for even-numbered Mutuals will occur during even-numbered years. Each representative shall serve a two-year term.

- 1) One representative will be elected from each Mutual except for Mutuals One and Two where there will be two.

b. Special Elections

Upon the occurrence of a vacancy on the Board of Directors representing an odd- or even-numbered Mutual, the process for a special election will begin within ten (10) days after the Secretary of the Board is notified of the vacancy.

2. Voting

a. Qualification for Voting

Members may vote only by using the mail-in secret ballot. Members may cast one vote, except on the ballots of Mutuals One and Two, members may cast two votes, but they may not be cast cumulatively.

b. Cumulative Voting

There is no provision in the GRF By-Laws for cumulative voting.

3. Candidates

a. Candidate Eligibility and Qualifications

(Feb 11)

GOLDEN RAIN OPERATIONS

Election Procedures

All members of the Golden Rain Foundation “in good standing” are eligible to run for election to the Board of Directors representing the Mutual in which they reside. “In good standing” is defined as a member who is not in arrears of his or her carrying charge to the Mutual.

b. Candidate Resume/Biography

Prior to the deadline established by the association, each candidate shall submit a resume/biography containing up to 300 words. The resume/biography shall be mailed with the ballot.

- 1) The resume/biography shall contain only the candidate’s background and qualifications.

c. Notification of Nominations for Election of Directors

The Golden Rain Foundation shall place a notice in the *Golden Rain News* not less than ninety (90) days prior to the election counting meeting that any member may place his or her name into nomination for the director position representing the Mutual in which they reside. The notice shall be published in the *Golden Rain News* every week thereafter until the election counting meeting is held.

d. Self-Nomination by Members

Members who wish to nominate themselves as a candidate for election to the Board of Directors must do so in writing to the Foundation Board Office not more than ninety (90) days or less than sixty (60) days prior to the election counting meeting.

- 1) All candidates shall be provided candidate instructions upon submitting their name for nomination.

- e. A Mutual Board of Directors may appoint a nominating committee for the purpose of recommending a candidate for the election. Any candidates who are recommended by their Mutual Board of Directors or nominating committee will be given candidate instructions by the GRF Board Office.

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GOLDEN RAIN OPERATIONS

Election Procedures

f. Nominations from the Floor

There is no provision in the By-Laws for nominations from the floor.

g. Campaign Cycle

The campaign cycle shall begin mid-April and end mid-May.

h. Equal Access to Association Media

- 1) Candidates and other members advocating a point of view for purposes reasonably related to the election shall be provided a one-time access to the Association's website during the campaign cycle as follows:
 - A) Submissions shall be posted on the election bulletin board on the LWSB website.
 - B) Submissions shall be limited to 200 words.
 - C) One submission shall be accepted from each candidate or member for posting on the LWSB website.
- 2) Candidates and other members advocating a point of view for purposes reasonably related to the election may purchase, subject to space availability and advertising guidelines established by the News Office, a maximum of a half-page of space in an edition of the *Golden Rain News* at regular advertising rates during the campaign cycle. No other access to the *Golden Rain News* will be granted.
- 3) Equal access to clubhouses shall be provided at no cost to all candidates, including those who are not incumbents, and to all members advocating a point of view for purposes reasonably related to the election. The clubhouses are subject to availability by reservation only on a first-come, first-serve basis.
- 4) In the event that the statements or actions of an incumbent director, who is also a candidate for re-election to the Board, are reported in the Association media solely in the context of that directors' performance of

(Feb 11)

GOLDEN RAIN OPERATIONS

Election Procedures

duties, those reports or statements shall not constitute provision by the Association of access to its media for campaign purposes.

- 5) In the event that the Association's media reports any candidates' statements or actions that are reasonably unrelated to the election, the reporting of such shall not constitute provision by the Association to its media for campaign purposes.
- 6) In accordance with Civil Code 1363.04, no Association funds shall be used for campaign purposes, except to the extent necessary for the Association to comply with the duties imposed upon it by law.
- 7) Provision of Mailing Labels

Candidates are entitled to purchase labels for the addresses in their Mutual at a per-label cost which is to be paid at the time the labels are ordered. Labels can be ordered by completing an "Access to Documents" form in the Accounting Department.

4. Election Meetings

The Golden Rain Foundation Board of Directors will convene a special meeting one week prior to the Annual Meeting for the purpose of counting ballots. All members are welcome to attend the special meeting.

In the case of a special election, the Golden Rain Foundation Board of Directors will convene a special meeting approximately thirty days after the ballots are mailed for the purpose of counting ballots. All members are welcome to attend the special meeting.

5. Election Process

- a. The Executive Committee shall review and approve the election materials and the election process.
- b. The Golden Rain Foundation shall contract with an independent third-party vendor to perform all election services as Inspector(s) of Election. The vendor will be directed to conduct the election, and be accountable for the

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GOLDEN RAIN OPERATIONS

Election Procedures

conduct of the election in accordance with this policy and all applicable codes, By-Laws, and state laws.

- c. During its meeting in February, the Executive Committee of the Golden Rain Foundation Board will recommend that the Board appoint the election services company as its Inspector(s) of Election.
- d. During its meeting in February, the Board of Directors will appoint the election services company as its Inspector of election.
- e. If the Golden Rain Foundation does not contract with a vendor to perform all election services, then the Golden Rain Foundation will conduct the election in accordance with this policy and all applicable codes, By-Laws, and state laws. The Golden Rain Foundation Board of Directors will appoint in-house Inspector(s) of Election.

6. Election Materials

a. Reminder Post Card

The Golden Rain Foundation will prepare, address and mail an "Annual Meeting" reminder post card to all members ten days before the Annual Meeting.

b. Ballot Packet

The ballot packet will consist only of a mail-in secret ballot, voting instructions, any candidate resumes/biographies, two return envelopes, and mailing instructions for the election. The ballot packet will be mailed at least thirty (30) days prior to the ballot counting meeting.

c. Secret Ballots Returned By Mail

The mail-in secret ballot is required to be mailed to the Inspector(s) of the Election for proper verification and validation, and must be received before noon on the date established on the ballot.

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GOLDEN RAIN OPERATIONS

Election Procedures

The mail-in secret ballot is irrevocable once it is validated by the Inspector(s) of the Election.

The Inspectors of Election will open and process the mail-in secret ballots on the day of the special meeting held for the purpose of counting ballots as outlined under Section 7.

- 1) If a mail-in secret ballot is compromised or improperly sealed or addressed, it will be invalidated by the Inspector(s) of the Election.

7. Inspector(s) of the Election

a. Inspector(s) of the Elections shall perform the following:

- 1) Determine the number of shareholders entitled to vote and the voting power of each.
- 2) Establish a mailing address for mail-in ballots, and the contact phone number for members' questions.
- 3) Prepare and mail to all members in the odd- or even-numbered Mutuels, no later than thirty (30) days prior to the election meeting, the notice letter, mail-in secret ballot, any candidate resumes/biographies, voting instructions, two envelopes, and mailing instructions for the GRF election, in a manner consistent with providing and ensuring that the member's vote will be by "secret ballot."
- 4) Receive mail-in secret ballots.
- 5) Open mail-in secret ballots at the special meeting for the purpose of counting ballots.
- 6) Count and tabulate all votes.
- 7) Determine the results of the election.

(Feb 11)

GOLDEN RAIN OPERATIONS**Election Procedures**

- 8) Certify, in writing, that the election was held in accordance with this policy and Section 1363.03 of the Davis-Stirling Common Interest Development Act (the Act).

8. **Observers of the Election**

Any candidate or member of the Association may witness the counting and tabulation of the votes.

9. **Ballot Retention**

The sealed ballots at all times shall be in the custody of the inspector or inspectors of election or at a location designated by the inspector or inspectors until after the tabulation of the vote, and until the time allowed by Section 7527 of the Corporations Code (nine months) for challenging the election has expired, at which time custody shall be transferred to the Association.

After the transfer of the ballots to the Association, the ballots shall be stored by the Association in a secure place for no less than one year after the date of the election.

Policy

Adopted: 15 Jun 76
 Amended: 20 Aug 96
 Amended: 19 Aug 97
 Amended: 15 Sept 09
 Amended: 15 Feb 11

GOLDEN RAIN FOUNDATION
Seal Beach, California

(Feb 11)

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GOLDEN RAIN OPERATIONS

BOARD MEETINGS

RESCIND

Open Board Meetings

Open meetings of the Golden Rain Foundation Board of Directors are held on the fourth Tuesday of each month at a time and place designated by the Board of Directors.

Policy

Adopted: 16 Jan 68
Amended: 28 Jan 14

**GOLDEN RAIN FOUNDATION
Seal Beach, California**

(Jan 2014)

GOLDEN RAIN OPERATION**BOARD INTERNAL OPERATIONS****RESCIND****Resales**

The Golden Rain Foundation recognizes that the maintenance of an effective resales program is essential to the continued economic health of the community.

Accordingly, it has entered into a non-exclusive contract with Charles Briskey Real Estate, Inc. It is the obligation of Charles Briskey Real Estate, Inc. to employ necessary sales personnel, as well as clerical, to carry out an active resales program for the Foundation.

NOTE: Contract details in Section 9600

Policy

Adopted: 19 Nov 68

GOLDEN RAIN FOUNDATION
Seal Beach, California

(Retyped 11/98 to reflect business name change)

(Nov 68)

Page 1 of 1

STAFF OPERATIONS**POSITION DESCRIPTION**

Position Title: SECURITY OFFICER 1

Department: SECURITY

Reports To: Watch Commander, Security Deputy Chief, or Security Chief

OVERALL FUNCTION

Performs guard duty at entrances to Leisure World to maintain the control access of the premises and the smooth transition for entering and exiting the Community.

JOB RESPONSIBILITIES include the following. Other duties may be assigned.

Essential Functions

- Controls all inbound/outbound vehicle traffic and walk-in traffic at all entrances.
- Screens all entering vehicles for passes or decals. If none, checks with residents or GRF departments for permission to enter.
- Receives information from residents regarding expected guests and posts on admittance board.
- Answers phones and assists walk-in customers to facilitate the smooth operations of department.

Non-Essential Functions

- On occasion, responds to and documents collisions involving injury or damage to Community property or Leisure World employees and facilitates information exchange between parties involved in collision events. Assists Law Enforcement and Fire and Medical Services regarding vehicular incidents.

QUALIFICATIONS REQUIRED**Knowledge, Skills and Abilities**

- Ability to operate a motor vehicle in a safe manner.
- Knowledge of occupational hazards and safety precautions.
- Customer service experience with knowledge of telephone etiquette.
- Proficient computer skills and knowledge of basic office procedures.
- Six months previous Security Officer or Public Safety experience preferred.
- Must be available to work 8 to 24 hours per week. (Note: As attrition occurs in the department, the worked hours requirement will be increased to 24 hours each week.)
- Must be available to work two shifts each quarter on evenings or nights if regularly scheduled on day shift.

Physical Ability

- Frequent standing and walking.
- Occasional bending, stooping and twisting.
- Ability to lift up to 25 pounds.
- Ability to meet and pass "Security Officer Physical Examination" standards established by the Golden Rain Foundation and the Leisure World Health Care Center prior to commencement of employment and annually thereafter.

Mental Abilities

- Ability to read, write and communicate effectively.
- Ability to respond to emergencies efficiently and make immediate decisions.
- Ability to deal effectively with co-workers, shareholders and/or members and family members, emergency and rescue personnel, delivery services, vendors and visitors.
- Ability to maintain confidentiality and use diplomacy and sound judgment.

Education

- Minimum high school diploma (or equivalent).

Licenses/Certificates

- Private Proprietary Security Guard Certification or will obtain certification within six months of employment.
- Valid California driver's license and a satisfactory driving record are conditions of initial and continued employment.

PERSONAL PROTECTIVE EQUIPMENT

- Rain gear.

WORK ENVIRONMENT

- Exposure to outdoor elements.

TOOLS AND EQUIPMENT USED

- Computer, telephone, wireless radio (walkie-talkie).
- Operates patrol car.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills of personnel so classified.

Adopted: 13 Jan 15

STAFF OPERATIONS**POSITION DESCRIPTION**

Position Title: SECURITY OFFICER 2

Department: SECURITY

Reports To: Watch Commander, Security Deputy Chief, or Security Chief

OVERALL FUNCTION

- Primary function is to perform a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeps official records and assists in the administration of the standard operating policies and procedures of the dispatch center. Further supports the Security department operations by assisting internal or external customers requesting help or information.
- May act in the role of a Security Officer 1 and perform guard duty at entrances to Leisure World to maintain the control access of the premises and the smooth transition for entering and exiting the Community.

JOB RESPONSIBILITIES include the following. Other duties may be assigned.

Essential Functions

- Assists in issuing and processing visitor requests, decal updates and requests for information.
- Handles radio communications; dispatches patrol car to follow and assist paramedics in medical emergencies.
- Investigates and handles problems and complaints; completes reports when required.
- Answers phones and determines appropriate responses in accordance with established procedures.
- Assists walk-in customers to facilitate the smooth operations of department.
- Maintains security department files and patrol logs.
- Types reports, correspondence, and fills out forms as necessary.
- Fills in as a Security Officer 1 as needed:
 - Controls all inbound/outbound vehicle traffic and walk-in traffic at all entrances.
 - Screens all entering vehicles for passes or decals. If none, checks with residents or GRF departments for permission to enter.
 - Receives information from residents regarding expected guests and posts on admittance board as needed.

Non-Essential Functions

- On occasion, responds to and documents collisions involving injury or damage to Community property or Leisure World employees and facilitates information exchange between parties involved in collision events. Assists Law Enforcement and Fire and Medical Services regarding vehicular incidents.

QUALIFICATIONS REQUIRED

Knowledge, Skills and Abilities

- Ability to operate a motor vehicle in a safe manner.
- Knowledge of occupational hazards and safety precautions.
- One year customer service experience with knowledge of telephone etiquette.
- Proficient computer skills and knowledge of basic office procedures.
- One year of Security Officer, Dispatcher, or Public Safety experience.
- Must be available to work 24 hours per week.
- Must be available to work one shift each quarter on evenings or nights if regularly scheduled on day shift.

Physical Ability

- Frequent standing and walking.
- Occasional bending, stooping and twisting.
- Ability to lift up to 25 pounds.
- Ability to meet and pass "Security Officer Physical Examination" standards established by the Golden Rain Foundation and the Leisure World Health Care Center prior to commencement of employment and annually thereafter.

Mental Abilities

- Ability to read, write and communicate clearly and effectively.
- Ability to respond to emergencies efficiently and make immediate decisions.
- Ability to deal effectively with co-workers, shareholders and/or members and family members, emergency and rescue personnel, delivery services, vendors and visitors.
- Ability to maintain confidentiality and use diplomacy and sound judgment.

Education

- Minimum high school diploma (or equivalent).

Licenses/Certificates

- Private Proprietary Security Guard Certification or will obtain certification within six months of employment.
- Valid California driver's license and a satisfactory driving record are conditions of initial and continued employment.

PERSONAL PROTECTIVE EQUIPMENT

- Rain gear.

WORK ENVIRONMENT

- Normal indoor work conditions.
- Occasional exposure to outdoor elements.

TOOLS AND EQUIPMENT USED

- Computer, telephone, wireless radio (walkie-talkie)
- Operates patrol car.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills of personnel so classified.

Adopted: 13 Jan 15

STAFF OPERATIONS**POSITION DESCRIPTION**

Position Title: SECURITY OFFICER 3

Department: SECURITY

Reports To: Watch Commander, Security Deputy Chief, or Security Chief

OVERALL FUNCTION

- Primary function is to promote traffic safety by reasonable enforcement in accordance with the rules, regulations and policies of the Foundation and by assisting emergency personnel and residents throughout the community.
- May act in the role of a Security Officer 2 and perform a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeps official records and assists in the administration of the standard operating policies and procedures of the dispatch center. Further supports the Security department operations by assisting internal or external customers requesting help or information.
- May act in the role of a Security Officer 1 and perform guard duty at entrances to Leisure World to maintain the control access of the premises and the smooth transition for entering and exiting the Community.

JOB RESPONSIBILITIES include the following. Other duties may be assigned.

Essential Functions

- Drives a patrol vehicle, monitors streets and parking areas. Enforces Community rules and regulations with regard to parking and safe vehicle operation (moving violations). Issues Notice of Violations/Citations to offenders as appropriate.
- Responds to and documents collisions involving injury or damage to Community property or Leisure World employees and facilitates information exchange between parties involved in collision events. Assists Law Enforcement, Fire, and Medical Services regarding vehicular incidents.
- Provides traffic control as needed; lifts, carries and places traffic safety cones, barricades and signs when assigned.
- Identifies and documents abandoned vehicles and makes notification for towing of same.
- Places and retrieves portable radar signs at targeted locations within the Community.
- Patrols and enforces rules and regulations in the Recreational Vehicle Parking Lot and answers inquiries.
- Responds to Security management with coordination of matters concerning traffic safety, traffic enforcement, collisions and reporting.
- Collects coins from all coin operated equipment, counts, and delivers to Finance Department.
- Resolves resident issues by clarifying the complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, and expediting the solution or involving management if a clear solution is not available.
- Maintains daily records and logs of activities.

- Fills in as a Security Officer 2 as needed:
 - Assists in issuing and processing visitor requests, decal updates and requests for information.
 - Handles radio communications; dispatches patrol car to follow and assist paramedics in medical emergencies.
 - Investigates and handles problems and complaints; completes reports when required.
 - Answers phones and determines appropriate responses in accordance with established procedures.
 - Assists walk-in customers to facilitate the smooth operations of department.
 - Maintains security department files and patrol logs.
 - Types reports, correspondence, and fills out forms as necessary.
 - Controls all inbound/outbound vehicle traffic and walk-in traffic at all entrances.
 - Screens all entering vehicles for passes or decals. If none, checks with residents or GRF departments for permission to enter.
 - Receives information from residents regarding expected guests and posts on admittance board.
- Fills in as a Security Officer 1 as needed:
 - Controls all inbound/outbound vehicle traffic and walk-in traffic at all entrances.
 - Screens all entering vehicles for passes or decals. If none, checks with residents or GRF departments for permission to enter.
 - Receives information from residents regarding expected guests and posts on admittance board as needed.

Non-Essential Functions

- None.

QUALIFICATIONS REQUIRED

Knowledge, Skills and Abilities

- Ability to operate a motor vehicle in a safe manner.
- Knowledge of occupational hazards and safety precautions.
- One year customer service experience with knowledge of telephone etiquette.
- Proficient computer skills and knowledge of basic office procedures.
- Two years of Security Officer, Dispatcher, or Public Safety experience.
- Must be available to work 24 hours per week.
- Must be available to work one shift each quarter on evenings or nights if regularly scheduled on day shift.

Physical Ability

- Frequent standing and walking.
- Occasional bending, stooping and twisting.
- Close vision necessary.
- Ability to lift up to 25 pounds.
- Ability to meet and pass "Security Officer Physical Examination" standards established by the Golden Rain Foundation and the Leisure World Health Care Center prior to commencement of employment and annually thereafter.

Mental Abilities

- Ability to read, write and communicate clearly and effectively.
- Ability to respond to emergencies efficiently and make immediate decisions.
- Ability to deal effectively with co-workers, shareholders and/or members and family members, emergency and rescue personnel, delivery services, vendors and visitors.
- Ability to maintain confidentiality and use diplomacy and sound judgment.

Education

- Minimum high school diploma (or equivalent)

Licenses/Certificates

- Private Proprietary Security Guard Certification or will obtain certification within six months of employment.
- Valid California driver's license and a satisfactory driving record are conditions of initial and continued employment.

PERSONAL PROTECTIVE EQUIPMENT

- Rain gear.

WORK ENVIRONMENT

- Exposure to outdoor elements.

TOOLS AND EQUIPMENT USED

- Computer, telephone, wireless radio (walkie-talkie), bolt cutters, radar gun, body worn cameras.
- Operates patrol car.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills of personnel so classified.

Adopted: 13 Jan 15

STAFF OPERATIONS**POSITION DESCRIPTION**

Position Title: LEAD SECURITY OFFICER / TRAINER

Department: SECURITY

Reports To: Watch Commander, Security Deputy Chief, or Security Chief

OVERALL FUNCTION

- Primary function is to act as a back-up to management, train staff and promote traffic safety by reasonable enforcement in accordance with the rules, regulations and policies of the Foundation and by assisting emergency personnel and residents throughout the community.
- May act in the role of a Security Officer 2 and perform a variety of routine clerical, administrative and technical work in receiving and dispatching routine and emergency information; keeps official records and assists in the administration of the standard operating policies and procedures of the dispatch center. Further supports the Security department operations by assisting internal or external customers requesting help or information.
- May act in the role of a Security Officer 1 and perform guard duty at entrances to Leisure World to maintain the control access of the premises and the smooth transition for entering and exiting the Community.

JOB RESPONSIBILITIES include the following. Other duties may be assigned.

Essential Functions

- Performs training across all functions required in the operations of the Security department.
- Instructs new personnel on activities and responsibilities of the department.
- Assumes supervisory responsibility for assigned shift in the absence of Watch Commander.
- Acts as a resource to all Security staff regarding department processes and the interpretation of GRF rules, regulations and policies.
- Drives a patrol vehicle, monitors streets and parking areas. Enforces Community rules and regulations with regard to parking and safe vehicle operation (moving violations). Issues Notice of Violations/Citations to offenders as appropriate.
- Responds to and documents collisions involving injury or damage to Community property or Leisure World employees and facilitates information exchange between parties involved in collision events. Assists Law Enforcement, Fire, and Medical Services regarding vehicular incidents.
- Provides traffic control as needed; lifts, carries and places traffic safety cones, barricades and signs when assigned.
- Identifies and documents abandoned vehicles and makes notification for towing of same.
- Places and retrieves portable radar signs at targeted locations within the Community.
- Patrols and enforces rules and regulations in the Recreational Vehicle Parking Lot and answers inquiries.
- Responds to Security management with coordination of matters concerning traffic safety, traffic enforcement, collisions and reporting.

- Resolves resident issues by clarifying the complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, and expediting the solution or involving management if a clear solution is not available.
- Maintains daily records and logs of activities.
- Confers with residents and others relating to traffic safety, complaints, rules and regulations.
- Fills in as a Security Officer 2 as needed:
 - Assists in issuing and processing visitor requests, decal updates and requests for information.
 - Handles radio communications; dispatches patrol car to follow and assist paramedics in medical emergencies.
 - Investigates and handles problems and complaints; completes reports when required.
 - Answers phones and determines appropriate responses in accordance with established procedures.
 - Assists walk-in customers to facilitate the smooth operations of department.
 - Maintains security department files and patrol logs.
 - Types reports, correspondence, and fills out forms as necessary.
 - Controls all inbound/outbound vehicle traffic and walk-in traffic at all entrances.
 - Screens all entering vehicles for passes or decals. If none, checks with residents or GRF departments for permission to enter.
 - Receives information from residents regarding expected guests and posts on admittance board.
- Fills in as a Security Officer 1 as needed:
 - Controls all inbound/outbound vehicle traffic and walk-in traffic at all entrances.
 - Screens all entering vehicles for passes or decals. If none, checks with residents or GRF departments for permission to enter.
 - Receives information from residents regarding expected guests and posts on admittance board as needed.

Non-Essential Functions

- None.

QUALIFICATIONS REQUIRED

Knowledge, Skills and Abilities

- Ability to operate a motor vehicle in a safe manner.
- Knowledge of occupational hazards and safety precautions.
- Two years previous Security Officer, Dispatcher, or Public Safety experience.
- One year of experience working in the GRF Security department.
- Thorough knowledge of GRF rules, regulations and policies.
- Six months of experience in a training role.
- Six months of experience in a supervisory role.
- One year of customer service experience with knowledge of telephone etiquette.
- Proficient computer skills and knowledge of basic office procedures.
- Must be available to work 24 hours per week.
- Must be available to rotate to all shifts as needed.

Physical Ability

- Frequent standing and walking.
- Occasional bending, stooping and twisting.
- Close vision necessary.
- Ability to lift up to 25 pounds.
- Ability to meet and pass "Security Officer Physical Examination" standards established by the Golden Rain Foundation and the Leisure World Health Care Center prior to commencement of employment and annually thereafter.

Mental Abilities

- Ability to read, write and communicate clearly and effectively.
- Ability to respond to emergencies efficiently and make immediate decisions.
- Ability to deal effectively with co-workers, shareholders and/or members and family members, emergency and rescue personnel, delivery services, vendors and visitors.
- Ability to maintain confidentiality and use diplomacy and sound judgment.

Education

- Minimum high school diploma (or equivalent).

Licenses/Certificates

- Private Proprietary Security Guard Certification or will obtain certification within six months of employment.
- Valid California driver's license and a satisfactory driving record are conditions of initial and continued employment.

PERSONAL PROTECTIVE EQUIPMENT

- Rain gear.

WORK ENVIRONMENT

- Exposure to outdoor elements.

TOOLS AND EQUIPMENT USED

- Computer, telephone, wireless radio (walkie-talkie), bolt cutters, radar gun, body worn cameras.
- Operates patrol car.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills of personnel so classified.

Adopted: 13 Jan 15

STAFF OPERATIONS**(CURRENT) POSITION DESCRIPTION**

Position Title: SECURITY OFFICER

Department: SECURITY

Reports To: Watch Commander or Security Chief

OVERALL FUNCTION

Performs guard duty at entrances to Leisure World; patrols all accessible areas of the property.

JOB RESPONSIBILITIES include the following. Other duties may be assigned.

Essential Functions

- Controls all inbound/outbound vehicle traffic and walk-in traffic at the main gate and St. Andrews gate.
- Screens all entering vehicles for passes or decals. If none, checks with residents or GRF departments for permission to enter.
- Receives information from residents regarding expected guests and posts on admittance board.
- Assists in issuing and processing visitor requests, decal updates and requests for information.
- Performs patrol duties; assists with resident lockouts and admitting authorized persons to apartments.
- Handles radio communications; dispatches patrol car to follow and assist paramedics in medical emergencies.
- Performs resident checks as requested by relatives or friends.
- Escorts ambulance driver or nurse in response to Lifeline checks; leaves necessary information if resident not home.
- Issues citations for traffic and parking violations.
- Responds to theft and vandalism reports.
- Answers phones, maintains gates and patrol files and patrol logs.
- Types reports, correspondence, fills out forms.
- Collects coins from all coin operated equipment; counts and delivers to Finance Department.

Non-Essential Functions

- None.

QUALIFICATIONS REQUIRED

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Knowledge, Skills and Abilities

- Ability to operate a motor vehicle.
- Knowledge of occupational hazards and safety precautions.
- Skill in telephone etiquette.

Physical Ability

- Frequent standing and walking.
- Ability to lift up to 25 pounds.
- Ability to meet and pass "Security Officer Physical Examination" standards established by the Golden Rain Foundation and the Leisure World Health Care Center prior to commencement of employment and annually thereafter.

Mental Abilities

- Ability to read, write and communicate effectively.
- Ability to respond to emergencies efficiently and make immediate decisions.
- Ability to deal effectively with co-workers, shareholders and/or members and family members, emergency and rescue personnel, delivery services, vendors and visitors.
- Ability to use diplomacy and sound judgment.

Licenses/Certificates

- Private Proprietary Security Guard Certification.
- Valid California driver's license and a satisfactory driving record are conditions of initial and continued employment.

PERSONAL PROTECTIVE EQUIPMENT

- Rain gear.

WORK ENVIRONMENT

- Exposure to outdoor elements.

TOOLS AND EQUIPMENT USED

- Computer, telephone, wireless radio (walkie-talkie), bolt cutters, radar gun.
- Operates patrol car.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills of personnel so classified.

Amended: 01 Nov 00

Amended: 12 May 11

Amended: 23 Jul 13

STAFF OPERATIONS**POSITION DESCRIPTION**

Position Title: WATCH COMMANDER

Department: SECURITY ~~Gates and Patrol~~

Reports To: Security Deputy Chief or Security Chief ~~Gates & Patrol Chief~~

OVERALL FUNCTION

- Provides shift ~~after-hour~~ supervision of ~~office, communications, patrol and gate security~~ Security department staff.

JOB RESPONSIBILITIES include the following. Other duties may be assigned.

Essential Functions

- Arranges and assigns work schedules for Security ~~Gates & Patrol~~ staff.
- Supervises activities of ~~Gates & Patrol personnel~~ Security staff on an assigned shift.
- Performs training across all functions required in the operations of the Security department.
- Instructs new personnel on activities and responsibilities of the department.
- Responds to emergency calls from residents; coordinates with police and paramedics when emergency and rescue equipment arrives.
- Investigates and handles problems and complaints; completes reports when required.
- Prepares reports on department activities.
- Maintains ~~patrol & gates~~ Security department files including records of traffic citations.
- ~~Issues decals.~~ Assists residents, employees, and vendors to facilitate the smooth operations of department.
- Assumes responsibility for ~~Gates & Patrol~~ Security department in the absence of the ~~Gates & Patrol~~ Security Chief and Security Deputy Chief.
- Keeps ~~the Gates & Patrol Chief~~ Security Department Management advised of security activities and provides emergency notification of significant incidents in the Community.
- Completes 90-day and annual evaluations in a timely manner for staff members on assigned shift.
- Conducts regular department meetings including job safety.
- Interviews applicants for open positions on assigned shift.
- ~~Assist in the preparation of the annual Department budget.~~

Non-Essential Functions

- Available to substitute for any department position at any shift in an emergency.

QUALIFICATIONS REQUIRED

Knowledge, Skills and Abilities

- Knowledge of community and emergency agencies to contact when needed.
- Knowledge of occupational hazards and safety precautions.
- Proficient computer skills and ~~K~~knowledge of basic office procedures.
- ~~Ability to use personal computer and business related software.~~
- Ability to operate a motor vehicle in a safe manner.
- One year of experience in customer service experience with knowledge of ~~Skill in~~ telephone etiquette.
- One year of experience in Security or Public Safety management in either the private or public sectors.
- One year of experience in a training instructor capacity.
- Ability to interpret internal regulations and policies and convey solutions to residents during problem resolution contacts.
- If part-time, staff member must be available to work 24 hours per week.
- Must be available to rotate to all shifts as needed.

Physical Ability

- Frequent standing and walking.
- Occasional bending, stooping and twisting.
- Close vision necessary.
- Ability to lift up to 25 pounds.
- Ability to meet "~~Gates and Patrol~~Security Officer Physical Examination" standards established by the Golden Rain Foundation and the Leisure World Health Care Center.

Mental Abilities

- Ability to read, write and communicate clearly and effectively.
- Ability to respond to emergencies efficiently and make immediate decisions.
- Ability to deal effectively with co-workers, emergency and rescue personnel, shareholders and/or members, sales persons, delivery services, public agencies, vendors and visitors.
- Ability to lead and supervise up to ten or more security guards.
- Ability to maintain confidentiality and use diplomacy and sound judgment.

Education

- Minimum high school diploma (or equivalent).
- ~~High school graduate required.~~

Licenses/Certificates

- Private Proprietary Security Guard Certification or will obtain certification within six months of employment.
- ISC100/NIMS700 Certification or will obtain certification within six months of employment.
- 832 Penal Code Certification or will obtain certification within one year of employment.
- Private Proprietary Security Guard Instructor Certification or will obtain certification within one year of employment.
- Valid California driver's license and a satisfactory driving record are conditions of initial and continued employment.

PERSONAL PROTECTIVE EQUIPMENT

- Rain gear.

WORK ENVIRONMENT

- Exposure to outdoor elements.

TOOLS AND EQUIPMENT USED

- Computer, telephone, wireless radio (walkie-talkie), bolt cutters, ~~fax~~radar gun, body worn cameras.
- Operates patrol car.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills of personnel so classified.

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