

Gate Attendant I

Department: General Services (Gates Division)
Reports to: Security Services Lead
Supervises: N/A
Salary Range: \$18.86 - \$24.66 Hourly (\$39,219 - \$51,289)
Location: Pauma Valley Community Services District (PVCSD)
33129 Cole Grade Road, Pauma Valley, CA 92061

Pauma Valley Community Services District (PVCSD) Overview

The Pauma Valley Community Services District (PVCSD) is a public agency established under California Government Code to provide essential utility and security services to the residents of Pauma Valley Country Club Estates and surrounding areas. As a special district, PVCSD operates independently to ensure reliable wastewater management, storm drain maintenance, and community security, promoting public health, safety, and environmental protection. The District emphasizes regulatory compliance, sustainable operations, and responsive service delivery to foster a safe and thriving community.

Position Summary

The Gate Attendant I is an entry-level position responsible for controlling vehicular and pedestrian access at the District's staffed gatehouse and helping ensure that only authorized residents, guests, vendors, and service providers enter the gated community. Under the supervision of the Security Services Lead and Gate Attendant II oversight, the Gate Attendant I verifies access authorization using the DwellingLive system, provides courteous customer service, maintains accurate logs and reports, communicates with security patrol personnel, and follows established procedures when responding to incidents or emergencies. This position is limited primarily to gatehouse duties and supports 24-hour operations through assigned shift work.

Essential Functions: Access Control and Operations

- Control and monitor vehicular and pedestrian traffic entering and leaving the gated community; verify authorization by checking identification, resident or guest approval, vehicle information, and access credentials using the DwellingLive system and established District procedures.
- Maintain a uniformed presence with appropriate identification; ensure the gatehouse area is presentable and secure.
- Use the DwellingLive system and other assigned equipment to look up visitor information, document access activity, update authorized records within assigned permissions, and report system or equipment issues.
- Utilize telephone and/or radio communication to relay pertinent information to patrol officers or the Security Services Lead regarding incidents, inquiries, or security concerns.
- Legibly complete and maintain forms, logs, Daily Activity Reports (DARs), and other documentation required for business operations and record-keeping.
- Respond to phone inquiries from residents, visitors, and staff; provide information on District policies, directions, or access procedures while routing calls as needed.

- Provide support during incidents near the gatehouse as directed, which may include contacting patrol or emergency services, helping manage traffic, placing safety equipment, or providing basic first aid within the employee's training and certification.

Emergency Response and Safety

- Promptly notify security patrol personnel, the Security Services Lead, law enforcement, fire personnel, or emergency medical services, as appropriate, regarding suspicious activity, access breaches, accidents, or emergencies.
- Monitor assigned alarm, camera, radio, telephone, and access-control systems; promptly report alerts, malfunctions, or unusual activity and follow established response procedures.
- Help maintain a safe gate area by following traffic-control and emergency procedures and assisting with vehicle management during high-volume periods, incidents, or community events.

Minimum Qualifications, Required Education & Experience

- High school diploma or GED equivalent.
- No prior gate attendant or security experience is required. Customer service, reception, dispatch, access control, or public-contact experience is desirable. An equivalent combination of education, training, and experience that demonstrates the required abilities may be considered.
- Ability to learn and consistently follow access-control, customer service, documentation, safety, and emergency-response procedures.

Required Licenses/Certifications (at hire or within stated timeframe)

- Valid California Class C driver's license with satisfactory driving record.
- Valid California Guard Card or be able to obtain within 12 months of hire.

Preferred/Desired Qualifications

- Previous experience in customer service, reception, dispatch, security, access control, or a gated-community environment.
- Experience using computers, databases, Microsoft Office, or similar software for data entry and basic reporting.
- Current California Guard Card, CPR/AED/First Aid certification, or NIMS/ICS 100 training.
- Bilingual communication skills relevant to the community served.
- Experience working variable shifts, including nights, weekends, or holidays.

Knowledge, Skills & Abilities

- Policies & Procedures: Ability to learn and apply District access-control, confidentiality, safety, and emergency procedures consistently and courteously.
- Gate Operations: Ability to learn gatehouse operations, including visitor screening, traffic observation, use of DwellingLive, and accurate data entry.
- Communication: Ability to communicate clearly and professionally with residents, guests, vendors, coworkers, and emergency personnel and to prepare legible, accurate reports.
- Customer Service: Ability to remain calm, respectful, and tactful; provide accurate information; protect confidential information; and seek assistance when a situation exceeds assigned authority.

- **Reliability & Teamwork:** Ability to report to assigned shifts on time, remain attentive, accept direction, follow post orders, and work cooperatively with gate and patrol personnel.
- **Judgment:** Ability to recognize suspicious activity or emergencies, follow established protocols, and promptly elevate unusual, disputed, or potentially unsafe situations.
- **Technical Skills:** Basic ability to use computers, access-control software, telephone and radio equipment, alarm systems, and standard office equipment, or the ability to learn through training.

Working Conditions & Physical Requirements

- Work is performed primarily indoors in a gatehouse, with occasional outdoor exposure to heat, cold, rain, traffic, vehicle exhaust, and noise.
- Frequently sits, stands, uses a computer and telephone, and interacts with the public; occasionally walks, bends, reaches, and moves items weighing up to 25 pounds.
- Must be able to observe approaching vehicles and surroundings, communicate in person and by telephone or radio, and perform computer data entry and written documentation, with or without reasonable accommodation.
- Regularly requires shift work, including days, evenings, nights, weekends, and holidays, and may involve contact with upset or confrontational individuals.

Special Requirements

- Availability for varying shifts, including weekends, holidays, and overtime to support 24/7 gatehouse operations.
- Successful completion of District-required pre-employment screening, which may include a criminal background check and fingerprinting, motor vehicle record review if driving is required, job-related medical examination, and drug/alcohol screening, consistent with applicable law.
- Maintain any license or certification required for the assignment and comply with applicable District policies and procedures.
- Maintain reliable attendance and punctuality and remain available for assigned shift coverage, emergency call-back, or overtime as operationally required.
- Serve as a disaster service worker as required by California Government Code section 3100 and related District policy.
- Perform other related duties as assigned. The duties listed are intended to describe the general nature and level of work and are not an exhaustive list of all responsibilities.

Equal Employment Opportunity

PVCSO is an equal opportunity employer. Employment decisions are based on business needs, job requirements, and individual qualifications. The District prohibits discrimination and harassment based on any status protected by applicable federal or California law. Reasonable accommodation is available to qualified applicants and employees with disabilities. To request an accommodation during the application or interview process, contact the District office at (760) 742-1909 or customerservice@paumavalleycsd.ca.gov.