

POSITION LIST

All positions open until further notice

FULL-TIME

Cable Service Rep:
Information Services

Provide customer service support for Cable TV Systems with patience. Understands how to set up top box installations, DVR recordings, remote control operations, TV channel scans, Blu-ray player (DVD) as well as how to stream video on TV through applications such as Hulu, Netflix, Amazon Prime, using TiVo, Roku, Google Chromecast, Amazon Fire Stick and other devices. The Cable Service Rep will multitask by listening, asking questions, providing direction, troubleshooting, typing and creating work orders simultaneously. Must have excellent communication skills, type 50 WPM, be well organized and deal effectively with senior citizens. Full Benefits.

Collections Mgmt. Analyst:
Financial Services

Searching for a detailed-oriented accounting professional to coordinate delinquency processes with internal compliance division to ensure adherence to member disciplinary procedures. The analyst will monitor data related to collection efforts and resolve escalated accounting inquiries. Communicate with residents, board members, staff, financial institutions, regarding delinquency issues, including the implementation of alternative payment options and monitor compliance to terms of approved payment plan agreements. Strong accounting knowledge of debits and credits required. 3 to 5 years of Collections and/or Accounting experience. Exceptional analytical and problem-solving skills, and strong Excel skills required. Full Benefits.

Landscape Supervisor:
Landscape Services

Responsible for the supervision and oversight of staff members performing various landscape maintenance services, including scheduling, training, discipline and regular follow up to ensure high productivity and excellent quality. Attention to detail, proactivity and cost-effective approach to providing quality services is expected. Regular, friendly and clear communication with the residents is required. Maintain various records and documents. Ensure staff performs their daily duties in accordance with established policies and procedures, and in compliance with governmental regulations. Cross trains to ensure continuity and coverage during the absences. 1-2 years of supervisory experience in running landscape crews. Ability to use computer programs such as Word and Excel and Smart Phone. Valid California Driver's License. Full Benefits.

**Customer Service Rep II
Dispatcher**
Resident Services

Seeking an energetic team player who can multitask in an extremely fast-paced environment with accuracy and a great attitude. Customer Service Dispatchers handle a large volume of resident phone calls and service requests, coordinating and dispatching emergency requests to field units in a timely manner. Coordinates requests for DigAlert; monitors and reviews service tickets for accuracy. Must communicate pleasantly and effectively. Excellent computer skills.

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FULL-TIME

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- Customer Service Rep:** Resident Services
- We're looking for a motivated, multitasker to handle a large volume of resident phone calls and service requests with the highest level of patience and professionalism. Solicits and enters pertinent data into computer system. Schedules work to the satisfaction of the resident. Prepares appliance replacement cost estimates and contracts. Provides status updates of service requests to residents as requested. Participates in a wide-range of customer service activities. Able to type fast and accurately. Full Benefits.
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- Compliance Coordinator:** Security
- Coordinates the rules enforcement program to ensure compliance of occupancy, noise standards, signs, architectural guidelines and general operating rules within the community. Evaluates reports of alleged community violations, referencing the policies outlined in the governing documents, operating rules and California Civil Code. Employs board-adopted enforcement policy, which includes sending a notice of violation, following up with field inspector. Schedules disciplinary hearings in compliance with California Civil Code. Meets with residents to discuss neighbor complaints. Possession of a valid California Driver's License. Full Benefits.
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- Traffic Specialist:** Security
- Promotes and enforces traffic safety measures as well as implements new programs. Plans, organizes and participates in a variety of Community Traffic Safety activities. Patrols Community utilizing a company marked vehicle, on foot and on bicycles, enforcing community rules and regulations with regard to parking, registration, license and safe vehicle operation. The position requires exemplary communication skills as work involves extensive contact with residents, law enforcement and related public agencies. Must be able to meet the following: established physical requirements, maintain a guard permit through California Consumer Affairs, obtain a BSIS Pepper Spray permit and have a valid California Driver's License. Full Benefits.
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- Gate Ambassador:** Security
- Screens and process guests entering the Community, receives calls from residents and staff, and operates a computerized system to enter names of future guests. Checks all incoming traffic for decals, identification cards or passes, verifies guests without passes by using the gate clearance software, directs gate traffic, provides assistance and directions to guests, maintains general observation of the area and reports unusual incidents to Security. Must have computer skills and be able to multitask. Full Benefits.
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FULL-TIME UNION

Gardener:

Landscape Union

Landscapes areas and operates ground maintenance equipment. Works as a member of a large crew or independently among resident manors. Plants, cultivates, fertilizes, waters and trims ornamental plants, shrubs and hedges. Trims trees and shrubs from the ground and on ladders. Installs sod, waters, fertilizes and trims lawns. Operates riding mowers, gas trimmers, vacuums, sod cutters, hand-held spray equipment and other ground maintenance equipment. Occasionally applies pesticides as required for routine garden maintenance. Assists in a variety of ground maintenance laboring tasks as directed. Drives a truck to transport equipment and supplies to various areas in the Community. Must have a valid California Driver's License. Full Benefits.

Maintenance Plumber:

Maint/Construction
Union

Repairs and maintains water, sewer and gas lines in resident manors, community facilities and outside buildings. Conducts basic plumbing repairs and assists experienced plumbers with more complicated tasks. Drains and replaces water heater tanks, adjusts electric heater elements and rewires to junction boxes to test electric current with an ohms meter. Operates sewer line cleaning equipment to unclog stoppages. Drives a truck and maintains a truck inventory of materials and supplies. Responds to resident complaint requests, corrects the problem and discusses with residents or refers to the supervisor, noting disposition. Must have a valid California Driver's License. Full Benefits.

Custodian Temporary:

General Services Union

Clean clubhouses, designated laundry buildings, adjoining laundry drying areas, stairs, and stair landings. Sweep, mop, wax and dust (appliances and interior of laundry rooms); wash and clean (sinks, windows, screens, walls, floors); pick up paper and other debris; and empty and clean trash receptacles. Sweep, hose and squeegee common area stairs and stair landings; clean adjoining handrails and railings on landings; and clean stairwell light cover as needed. Valid California Driver's License required. Full Benefits. M-F 5:30 am – 1:30 pm.

Appliance Technician:

Maint/Construction
Union

Seeking a skilled technician to repair and maintain major appliances in resident manors and community facilities throughout Laguna Woods Village. Pulls and replaces pumps, motors, compressors and removes/replaces older appliances, including refrigerators. Services and rebuilds exhaust fans in the shop. Requirements include: a valid California Driver's License, experience in appliance repair and able to pass a respiratory pulmonary function test and a qualitative and/or quantitative respirator test. Must be able to read and write work-related job instructions in English. Full Benefits.

POSITION LIST

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PART-TIME

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- Fitness Assistant II:**
Recreation
- Leads exercise programs and directs individual exercise plans. Responsibilities include: Testing residents' aerobic capacity, heartbeat and blood pressure, strength and body composition at various stages of rest and exertion. Assess strength, flexibility, coordination, balance, relaxation and weight. Counsel and prepare individual resident exercise programs. Prefer a degree in Exercise Physiology, PE or related field. Part-time: 18-20 hrs./week, afternoons, evenings, weekends and holidays. Valid California Driver's License required.
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- Recreation Leader:**
Recreation
- We're seeking energetic and customer-service oriented individuals for entry-level, part-time recreation positions to assist with event set-up, break down and clean-up, including the set-up/distribution of chairs, banquet tables and other items as needed; lifting up to 50lbs. Coordinate recreational activities, events, programs and classes. Provide excellent customer service and build meaningful relationships with residents. Set-up and manage audio/video equipment for special events. Monitor safety of facility, programs, events, and activities. Part-time: 18-20 hrs./week, afternoons, evenings, weekends and holidays. Valid California Driver's License required.
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- Recreation Facilities Tech:**
Recreation
- Seeking a skilled technician to perform a variety of tasks involved in the general maintenance and operation of workshop machines. Repairs machines as needed, including but not limited to saws, sanders and foredoms. Troubleshoot and diagnose electrical problems that occur in machines. Maintain machines with oil, grease, drain and vacuum and remove saw dust as required. Exchange oil on slab saws in lapidary. Empties sawdust collector and vacuums all saws in the woodshop. Vacuum enameling and annealing kilns. Maintain compressors. Part-time: 18-20 hrs./week, afternoons, evenings, weekends and holidays. Valid California Driver's License required.
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- Gate Ambassador:**
Security
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- Bus Driver:**
Transportation
- Looking for Bus Drivers to transport residents within and outside the Community. Applicants must have a valid Commercial and/or non-commercial California Driver's License. Class B license preferred, but will train! Part-time: 24-hours a week, including weekdays, evenings, weekends and holidays.
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