



Rancho Murieta Community Services District

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SECURITY GATE OFFICER I/II

SALARY	\$20.41 – \$20.97	LOCATION	Rancho Murieta, CA
JOB TYPE	Regular Part-Time	DEPARTMENT	Security Division
OPENING DATE	12/1/2024	CLOSING DATE	Continuous

Description

ABOUT RANCHO MURIETA

Rancho Murieta is a beautiful, gated community located in the scenic countryside of Sacramento County, California. Known for its serene atmosphere and natural surroundings, Rancho Murieta offers a unique blend of rural charm and modern amenities. The community features two 18-hole championship golf courses, multiple lakes, parks, and miles of trails, making it a haven for outdoor enthusiasts. Residents enjoy a strong sense of community, privacy, and security within the gates. With a mix of families, retirees, and professionals, Rancho Murieta offers a peaceful and secure environment that fosters a high quality of life for its residents.

As a Security Gate Officer at Rancho Murieta, you'll play a crucial role in maintaining the safety and tranquility of this thriving community.

ABOUT THE POSITION

As a Security Gate Officer, you will be the first point of contact for residents, guests, and vendors entering the gated portions of Rancho Murieta. Your primary responsibility will be to ensure the safety and security of the community by controlling and monitoring access at designated entry points. This includes verifying credentials, responding to inquiries, and managing the flow of traffic in and out of the area. You will operate communication systems such as telephones and two-way radios to coordinate with patrol units and other District personnel, ensuring smooth and effective communication.

In this role, you will provide excellent customer service, addressing residents' and visitors' questions with professionalism and courtesy. You will also maintain logs, report any suspicious activities, and contribute to the overall safety of the community. This is a key position within the Security Department, requiring attention to detail, strong communication skills, and the ability to handle a variety of situations calmly and efficiently.

SUPERVISION RECEIVED AND EXERCISED

The Security Gate Officer works under the direct supervision of the Security Sergeant, who provides overall guidance and performance oversight. In addition, the officer receives functional supervision from the on-duty Patrol Officer I/II, who assists in day-to-day operations, coordinates responses, and ensures alignment with security protocols. The role requires following established procedures while also exercising sound judgment during routine and emergency situations.

CLASS CHARACTERISTICS

The Security Gate Officer series consists of two levels: Security Gate Officer I and Security Gate Officer II, with advancement based on demonstrated proficiency, education, and experience.

Security Gate Officer I is the entry-level position in this series. Officers in this role work under close supervision, focusing on learning and performing routine duties as they gain familiarity with District policies, procedures, and the specific responsibilities of a Gate Officer within Rancho Murieta Community Services District (RMCS D). As officers develop their skills and knowledge, they will be assigned more varied tasks and gradually transition to working under general supervision.

Security Gate Officer II is the journey-level position, where officers are fully trained and capable of handling more complex and responsible duties with greater independence. Officers at this level are expected to use sound judgment and problem-solving skills to address a wide range of situations. They work under general supervision but are trusted to make decisions and provide recommendations within established guidelines, contributing significantly to the overall security and safety of the community.

BASE PAY

The hourly wage for the Security Gate Officer position ranges from **\$20.41 to \$20.97**, depending on experience and qualifications. Starting pay will be based on the candidate's education, relevant work history, and demonstrated proficiency. This position offers opportunities for growth, with advancement potential within the Security Gate Officer series.

ADDITIONAL PAY (UPON ASSIGNMENT AND ELIGIBILITY)

- **Overtime** – Paid at time and one-half (1-1/2)
- **Sick Leave** – 0.04615 hours accrued per each regular hour worked

BENEFITS

- **Holiday Pay** – Shift personnel holiday in lieu pay equal to holiday pay plus time and one-half (1-1/2)
- **Uniforms** – District shall provide uniforms

OPERATING ENGINEERS LOCAL 3/REPRESENTED POSITION

FLSA STATUS: Non-Exempt/Hourly

This is a frontline, non-sworn security position responsible for ensuring the safety and security of the Rancho Murieta gated community. Gate Officers are typically assigned to specific entry points, where they monitor and control access, verify credentials, and interact with residents, visitors, and vendors. While the primary focus is on access control and traffic management at gates, Gate Officers also assist with incident reporting, surveillance, and communication with patrol units.

The position emphasizes community-oriented service, fostering positive relationships between the Security Department and the residents. Officers play a key role in collaborative problem-solving and maintaining a sense of safety throughout the community. This class is distinguished from Patrol Officer I/II, which involves a broader range of security functions, including patrolling the community and responding to incidents. The Gate Officer role is essential for upholding community standards and ensuring the smooth operation of security protocols.

Example of Duties

EXAMPLE OF TYPICAL JOB FUNCTIONS

Management reserves the right to modify, change, or adjust work assignments as needed and to make reasonable accommodations to ensure that qualified employees can perform the essential duties of the job.

- Responds to phone inquiries and directs callers to the appropriate department or individual.
- Operates radio dispatch equipment to communicate with other District personnel and monitors security alarm systems.

- Issues and manages keys and access control devices for various buildings and facilities.
- Notifies District security personnel, law enforcement, fire, and rescue agencies of emergency situations, including providing suspect and vehicle descriptions.
- Assists in routine custodial and maintenance tasks as needed to support other department personnel.
- Prepares reports, documents, and maintains basic records and information files.
- Assists in the training of new Gate Officers to ensure they are proficient in District policies and procedures.

Typical Qualifications

QUALIFICATIONS

Knowledge of:

- Knowledge of security and safety principles, including **First Aid and adult/child CPR**, and emergency response protocols.
- Understanding of community demographics, including **cultural, social, and economic factors**, to enhance communication and service delivery.
- Familiarity with **modern office practices, methods, and technology**, including computer systems and software related to gate control, communications, and record-keeping.
- Knowledge of **operational characteristics of communication equipment and alarm systems** to effectively monitor and coordinate security activities.
- Awareness of **safety principles** and risk management techniques related to the protection of life and property within the community.

Abilities:

- Ability to provide **excellent customer service** by effectively interacting with the public, residents, and external agencies, ensuring positive and respectful engagements.
- Capable of developing accurate and timely reports on security activities, incidents, and outcomes.
- Ability to establish and maintain cooperative relationships with community members, emphasizing **cultural sensitivity** and understanding.
- Competence in operating communication equipment and alarm systems efficiently, ensuring smooth coordination of security efforts.

- Ability to **effectively represent the District** in interactions with residents, vendors, contractors, and emergency response agencies.

Supplemental Information

Education and Experience:

The qualifications for the Security Gate Officer position include a combination of training and experience that provides the necessary knowledge and abilities. A typical pathway to acquire these qualifications is as follows:

Security Gate Officer I:

- **Minimum Education:** High school diploma or equivalent.
- **Experience:** At least six months of experience involving extensive public contact in security and crime prevention functions is highly desirable.

Security Gate Officer II:

- **Minimum Education:** High school diploma or equivalent.
- **Experience:** A minimum of two years of experience involving extensive public contact in security and crime prevention functions is highly desirable, **OR**
- **Education Alternative:** Possession of an Associate's Degree in Criminal Justice, Public Administration, or a related field.

Certificates, Licenses, and Registrations:

- Possession of a valid California Driver's License required by the State Department of Motor Vehicles to perform the essential duties of the position. Continued maintenance of a valid driver's license, insurability, and compliance with established District vehicle operation standards are conditions of continued employment.
- A valid California Guard Card is preferred.
- Ability to obtain American Red Cross Basic First Aid and Cardiopulmonary Resuscitation (C.P.R.) certifications within the first year of employment.

Proof of Education:

Candidates must submit proof of education, including college transcripts, degrees, licenses, and certifications, by the final filing deadline. Submissions can be made in the following ways:

- In person to the Rancho Murieta Community Services District

- As attachments to the online application emailed to Hazel Lizama at hlizama@rmcsd.com

If you are submitting documents, please ensure that your name and the job title for the position you applied for are clearly indicated on all documents. Unofficial transcripts or copies of diplomas are acceptable.

For applicants with degrees obtained outside the United States, education records must be evaluated by a recognized credentials evaluation service. This evaluation must be submitted prior to consideration for any position.

PHYSICAL DEMANDS:

The physical demands outlined below are representative of those required to successfully perform the essential functions of the Gate Officer position.

- **Communication:** The employee must regularly engage in verbal communication, requiring the ability to talk and hear effectively.
- **Mobility:** This role frequently requires standing or sitting for extended periods, as well as occasional walking. The employee should possess mobility to work in a standard office setting and use standard office equipment, including a computer.
- **Manual Dexterity:** The employee must have the ability to use hands for tasks such as handling objects, tools, or controls. This includes reaching with hands and arms, as well as bending, stooping, kneeling, and crouching as necessary.
- **Lifting and Moving:** The employee must occasionally lift and/or move up to 25 pounds, which may include equipment or supplies relevant to the position.
- **Vision and Hearing:** Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Adequate hearing and speech are essential for effective communication in person, over the telephone, and via radio.
- **Emergency Response:** The role may involve responding to emergency situations, requiring the employee to maintain physical fitness standards, including mobility, physical strength, and stamina. This may necessitate the ability to apprehend individuals and manage equipment as determined by established protocols.
- **Fieldwork:** While primarily office-based, the job may involve fieldwork that requires navigating uneven terrain, climbing or descending structures, and identifying potential hazards or issues.

Overall, the Gate Officer must demonstrate the ability to perform these physical demands effectively while ensuring the safety and security of the community.

ENVIRONMENTAL ELEMENTS:

The characteristics of the work environment outlined below represent what employees may encounter while performing the essential functions of the Gate Officer position. Reasonable accommodations may be made to enable individuals with disabilities to fulfill these functions.

- **Indoor Work Environment:** The majority of the officer's duties will be performed indoors, where the environment is typically controlled and conducive to completing administrative tasks and managing security operations.
- **Outdoor Exposure:** While primarily indoor-based, officers may occasionally work outdoors, particularly at the entry gate, where they might experience varying weather conditions, including rain, heat, or cold.
- **Noise Levels:** The noise level in the indoor work environment is generally low to moderate; however, employees may encounter increased noise levels due to vehicle traffic at the gate.
- **Potential Hazards:** While outdoor exposure may include limited interactions with dust, chemicals, and other environmental factors, officers are trained to mitigate risks associated with these elements.
- **Visual and Auditory Conditions:** Officers should be aware of potential visual distractions and auditory disturbances, such as background noise or reduced visibility due to weather conditions when working outdoors.

EMOTIONAL, PHYSICAL AND MENTAL DEMANDS:

The Gate Officer position requires the ability to effectively manage various emotional and psychological demands:

- **Public Interaction:** Employees may interact with upset or distressed individuals, requiring strong interpersonal skills to interpret and enforce departmental policies and procedures compassionately and assertively.
- **Work Environment:** The primary duties are conducted indoors, but occasional outdoor interactions may involve exposure to diverse and potentially volatile situations, including encounters with individuals who may be mentally ill or under the influence of substances.
- **Cognitive Demands:** The role requires constant concentration and sound judgment, especially in stressful situations. Officers must be able to remain calm, assess situations quickly, and make informed decisions that significantly impact the safety and security of the community.
- **Communication Skills:** Officers must effectively comprehend and convey oral and written instructions, organize their thoughts clearly, and apply common

sense in decision-making. This includes producing detailed reports and engaging in informal presentations when necessary.

- **Flexibility:** Officers should be prepared for extended shifts and the potential for emergency call-backs, demonstrating resilience and adaptability in challenging circumstances.