

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

SECURITY GATE OFFICER I/II

DEPARTMENT: SECURITY

FLSA OVERTIME STATUS: NON-EXEMPT

BARGAINING UNIT: OPERATING ENGINEERS LOCAL 3

APPROVED BY BOARD OF DIRECTORS -10/20/2021

SUMMARY: To perform a variety of duties related to the control and monitoring of access to gated portions of the District; respond to inquiries and telephone calls; operate telephones and two way radio to communicate with other District personnel; and perform other related work as required.

SUPERVISION: Receives direct supervision from the Security Sergeant and functional supervision from on-duty Patrol Officer I/II.

CLASS CHARACTERISTICS:

This is a series in which incumbents may be assigned to any level, provided they possess the required education and experience and successfully demonstrate proficiency which meets the qualifications for the class to which they are to be assigned.

SECURITY GATE OFFICER I is the entry level class in this series. Initially under close supervision in the Security department, incumbents perform the more routine, entry level duties while learning District policies and procedures and specific techniques related the role of a Gate Officer within the RMCS D Security Department. As experience is gained, assignments become more diversified and are performed under more general supervision.

SECURITY GATE OFFICER II is the journey level class in the series, fully competent to perform more responsible and complex duties. This position is under general supervision. Incumbents are expected to exercise independent judgment and making sound recommendations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Controls and monitors access to and from gated portions within the District; provides information to District residents and visitors;
- maintains a variety of records and statistics on vehicles and persons entering and leaving District; prepares daily reports of activities; answers telephone; provides telephone support for District as needed;

- responds to phone inquiries, and routes caller to appropriate person;
- operates radio dispatch equipment to communicate with other District personnel; monitors alarm systems;
- issues and maintains keys and other control devices for a variety of buildings and facilities;
- notifies District security personnel, law enforcement, rescue, and fire agencies of emergency situations, including suspect and vehicle identification; assists other department personnel in a variety of basic custodial and maintenance tasks;
- prepare documents and maintain basic records and information files;
- assist in training other Gate Officers.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Ability to learn and follow policies, rules and regulations relating to security and crime prevention programs; Learn to record basic data and prepare basic reports; Learn how to effectively operate a variety of telephone and radio communication equipment; deal courteously and effectively with the public; Establish and maintain cooperative working relationships; Speak, read and write at a level required for effective job performance; Understand and carry out oral and written instructions. Operate computer and related gate support software.

EDUCATION AND/OR EXPERIENCE:

Any combination of training and experience which would provide the required knowledge and ability is qualifying. A typical way to obtain this knowledge and ability would be:

Security Gate Officer I:

Minimum Education: High School diploma and/or equivalent.

Six months of experience requiring extensive public contact involving security and crime prevention functions is highly desirable.

Security Gate Officer II:

Minimum Education: High School diploma and/or equivalent.

Two years of experience requiring extensive public contact involving security and crime prevention functions is highly desirable –

OR

Possession of an Associates Degree in Criminal Justice, Public Administration, or related field.

CERTIFICATES, LICENSES, REGISTRATIONS:

Possession of the category of 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 a condition of continuing employment.

May possess a valid California Guard Card and Firearms Card.

Ability to acquire the American Red Cross Basic First Aid and Cardiopulmonary (C.P.R.) certificates during the initial year of employment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand and sit. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions.

The noise level in the work environment may vary due to vehicle noise at the gate.