

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

COMMUNITY SERVICES OFFICER (CSO)

DEPARTMENT: SECURITY

FLSA OVERTIME STATUS:

NON-EXEMPT BARGAINING UNIT: N/A

APPROVED: SEPTEMBER 18, 2024

SUMMARY

Performs a variety of technical duties in a non-sworn capacity including patrolling the community (commercial, residential, and recreational areas), staffing security gates, the enforcement of parking regulations and supporting code enforcement efforts; supports community events; and performs other duties as assigned.

SUPERVISION. CSO receives general supervision from an assigned supervisor or manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:

- Assist in developing, maintaining, and supporting various neighborhood groups, serving as the liaison between the groups and District personnel and others to promote problem solving efforts for the community.
- Participate in the planning/participation of special community events & make presentations to various community/neighborhood groups, schools, organizations.
- Support code enforcement efforts by conducting code enforcement duties on both public and private property and may conduct low level code enforcement inspections independently.
- Provide information and assistance to the general public; answer citizen inquiries and respond to complaints and request for services from other department staff and the general public; provide information regarding codes, laws, and ordinances.
- Maintain various logs and records; gather information and prepare routine reports as assigned; enter, input, and retrieve a variety of information.
- Respond to reports of abandoned vehicles and neighborhood parking complaints; proactively patrol Community to enforce parking codes and regulations; identify parking violations and issue warnings and citations as applicable; tow vehicles as required; advise the general public on laws and regulations affecting parking.
- Maintain, tally, label, and route parking citations in paper and electronic formats; file, purge and create new files; pull citations upon request and route to appropriate person.
- Conduct citation sign-offs and VIN verifications.
- Testify in court or other venues, as required, regarding citations issued for traffic, parking, or other violations.
- Receive code enforcement related complaints, enter information into tracking

- database and follow up with residents through investigative process.
- Support homeless outreach efforts; provide referrals to service providers.
- Maintain systems to ensure accountability and controls.
- Prepare various reports as needed and present them to internal and external groups or forums.
- Respond to general inquiries from the public at the front counter, on the phone or in the field; provide information, assistance, and various forms.
- Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Perform related duties as assigned

MINIMUM QUALIFICATIONS

To perform this job effectively, the employee must have:

Knowledge of:

Research and report writing techniques.

- Principles of effective customer service.
- English usage, spelling, punctuation and grammar; business correspondence.
- Modern office equipment and procedures including use of a variety of software applications.
- Principles and practices of work safety.

Ability to:

- Learn, interpret, apply and explain basic local, state and federal regulations and standards that are applicable.
- Learn and apply District codes, regulations, policies, procedures and standards.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk or in a vehicle for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Learn to prepare factual, clear and concise reports.
- Operate a laptop/iPad/cell phone and standard business software.
- Perform a variety of general clerical and office support functions.
- Respond to requests and inquiries from the general public.
- Work varied hours including evenings, weekends and holidays.
- Provide high quality, economical services to the Rancho Murieta community, placing emphasis on responsive customer service.
- Maintain integrity of work by taking responsibility and accountability for completion of work and customer interactions.
- Maintain punctuality and attendance at work.
- Effectively contribute collaboratively to a team effort.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative

ideas and development of better methods to accomplish tasks and complete projects.

EXPERIENCE AND TRAINING

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

Experience:

Two (2) years of experience performing security and/or patrol related duties. Customer service experience is a plus.

Training:

Equivalent to the completion of high school. College coursework is highly desirable.

Licenses and Certificates

- Possession of a current valid California Class C driver's license and a satisfactory driving record as determined by the City required at the time of appointment. Loss of the Class C License is cause for discipline.

PHYSICAL WORKING CONDITIONS AND REQUIREMENTS:

Incumbents must intermittently travel around the District in assigned vehicle; may be exposed to dust, noise, machinery, moving objects and other vehicles while in the field; may work unusual and prolonged work schedule during emergencies, seasonally caused circumstances, special assignments in various extreme cold and hot climates or temperature conditions. May work on uneven or slippery surfaces and work outside in extreme temperature and weather conditions under difficult or hazardous situations and work irregular shifts, including Saturday, Sunday and holidays; may work overtime as needed.

Also requires the mobility and manual dexterity to work in a standard office environment, use standard office equipment and attend off-site meetings; speech and hearing to communicate in person and by telephone; vision to read handwritten and printed materials and a computer screen; On a continuous basis work in an office environment sitting at a desk for long periods of time; travel from job site to job site sitting in and operating a vehicle; bend, squat, climb, kneel and twist while performing field work; may be exposed to dust, noise, machinery, moving objects and other vehicles while performing field work. Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those encountered 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 may occasionally work near moving mechanical parts and in outside weather conditions and may occasionally be exposed to wet and/or humid conditions, toxic or caustic chemicals, biological hazards, vibration, and risk of electrical shock.

The noise level in the work environment is usually moderate.

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