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2130 Heritage Loop Road
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Job Description			
Job Title:	Ranch Patrol Officer	Reports To:	Ranch Patrol Supervisor
Ex/Non-Ex:	Non-exempt	Department:	Ranch Patrol
Shift/Hours:	Monday – Sunday, Shifts TBD	Pay Range:	\$20 – \$25 per hour
Job Classification:	Full-time or Part-time	Date Written:	July 20, 2020
		Revised	June 12, 2023
Location:	On-Site	Supervise Employees	No

Essential Functions and Duties
<p>Responsible for operating a motor vehicle to monitor HROA property, facilities, and businesses to serve HROA members, tenants, guests and vendors and ensure adherence to HROA CC&Rs and Association rules and regulations.</p> <p>Essential Duties and Responsibilities Responsible for the enforcement of policies, procedures, rules, and regulations governing the conduct of Heritage Ranch Members, tenants, residents and their guests and vendors.</p> <ul style="list-style-type: none"> • Work directly with the Gatehouse employees and Management to serve and respond to complaints by HROA members, tenants, residents, and guests. • Monitor, investigate and report any defacing of the common areas, damage to HROA roads, contractor’s dogs, illegal dumping, illegal parking, disturbing the peace, construction curfew and all violations noted on the “Schedule of Monetary Penalties”. • Ensure understanding and enforcement of HROA CC&Rs, rules and regulations, and policies and procedures to members and guests. • Effectively communicate HROA CC&Rs to owners, residents, tenants, and guests, and give verbal guidance, written warnings, and written citations according to respect-based methodologies. • Take directions from the AEC Inspector regarding re-models, new construction, or requests to add or change items which are required to have AEC approval prior to starting construction. • Patrol HROA properties in a pro-active manner, identifying and investigating AEC violations; issue the appropriate verbal and written warnings or citations • Prepare complete and accurate reports and be prepared to testify at the Violation Hearing and the Appeals Board if required, regarding all elements of the violation. • Maintain confidentiality regarding HROA business. Exchange of information within departments is permitted on a need to know basis. • Enforce all regulations pertaining to the use of signs on HROA property. Remove all illegal signs and take the appropriate action, including a warning or citation for repeated offense. • Maintain an accurate daily patrol log and turn in at end of each shift. • Maintain a working knowledge of the “Red Tag Policy” and enforce policy when necessary. • Identify property markers to determine legal and illegal use of greenbelt, i.e. storage of construction materials or encroachments. • Communicate and work with outside emergency agencies (Sheriff, CHP, Fire, Medical, etc.) to resolve incidents. • Operate two-way radio to maintain contact with other HROA personnel.

Heritage Ranch Owners Association
Job Description – Community Pool Attendant (continued)

Other Responsibilities and Duties

- Practice respect-based compliance methodologies
- Practice good housekeeping techniques for work area and spaces.
- Adhere to the Heritage Ranch Owners Association Confidentiality Policy.
- Adhere to all association Safety policies and standards.
- Pursue job with drive and determination.
- Use logic to solve problems with effective solutions.
- Perform other job duties, activities, or responsibilities as assigned by the needs of the association, with or without notice.

Job Knowledge, Skills and Abilities

- Knowledge of how to prevent escalation and methods to handle or diffuse escalated situations.
- Knowledge of investigative tactics with ability to use reason and draw appropriate conclusions from facts and information obtained.
- Knowledge of or the ability to learn, understand and interpret HROA bylaws, CC&Rs, rules and regulations, and laws and ordinances in the vehicle and penal code that apply to HROA.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods, and coordination of people and resources.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of data and property.
- Perform other job duties, activities, or responsibilities as assigned by the needs of the business, with or without notice.
- Ability to exchange and receive information through oral communication and to make discriminations in sound. Must be able to speak in a clear and understandable voice so that communication may be conducted with people of various levels of education and capabilities.
- Must be able to read well enough to see obscure or faint printing with or without corrective lenses.
- Physical ability to move about to accomplish tasks related to the position.
- Must be mentally alert, and detail oriented with good reasoning skills.
- Must be able to work extended hours, weekends and holidays when requested.
- Must be able to work constructively and cheerfully in an environment that may be stressful due to adversarial situations resulting from the proper performance of the department's mission.
- Must be willing and able to work weekends and holidays as needed

Education, Experience, Certification and Training

- High School Diploma or GED equivalent.
- Valid CA driver's license.
- Guard Card issued by California Bureau of Security & Investigative Services.
- 2+ years of experience in grounds patrol enforcement or security guard.
- Possession of a P.O.S.T. Certificate from a creditable Police Academy or college is preferred.
- Proficiency or ability to learn MS Office (Word, Excel, Outlook).

Location, Physical and Environmental Requirements

- Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, handle, feel, pull, bend repeatedly, climb stairs, balance, see with aid, identify colors, peripheral vision, hear with aid, write, count, read, speak, analyze, alphabetize, lift, and carry under 20 lbs., perceive depth and operate a motor vehicle.
- This position will be performed indoors and outdoors. When indoors the environment will be affected by fluorescent lighting and varying controlled temperatures. When outdoors the environment will be affected by the weather, i.e., rain, wind, extreme heat or cold.
- Working closely with others, working alone, working extended and/or irregular hours.
- Equipment (machines, tools, devices) used in performing the essential job function include but not limited to computers and related equipment, calculators, copiers, fax machines, phone, and vehicles.
- Must be able to drive a car and possess a valid driver's license.

Limitations and Disclaimer

This job description describes the essential functions, general duties and responsibilities, physical requirements, and PPE associated with the position; it is not an exhaustive list of all duties, responsibilities, or skills required for the position. Requirements are representative of minimum levels of knowledge, skills, and abilities.

The essential functions, general duties and responsibilities, and physical requirements associated with the position are subject to modification to reasonably accommodate individuals with disabilities. Some physical requirements may exclude individuals who pose a risk to the health or safety of themselves or others.

This job description neither states nor implies that the listed essential functions, general duties and responsibilities, and physical requirements associated with the position are the only tasks expected of an employee. An employee is also required to follow any other job-related instructions and perform any other job-related tasks requested by their supervisor and not in violation of any applicable laws, regulations, or rules.

To perform this job successfully an employee must possess the abilities and aptitudes to perform each duty, responsibility, and physical requirement proficiently.

This job description in no way creates a guarantee or contract for employment, and in no way alters the “at-will” employment relationship with the Heritage Ranch Association.

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.

Approval and Signature

Approved By:

Date:

By signing below, I acknowledge I have read this Job Description, and I certify that I can perform all essential job functions without significant risk to the health or safety of myself or others that cannot be eliminated by reasonable accommodation.

Employee Signature:

Date: