

# Oscar A. Serrato

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## Professional Summary

A public section professional with 8 years of experience managing parks, natural resources, and contract compliance; experienced with managing and supporting personnel, addressing homelessness within Riverside County, establishing contracted services, and protecting natural resources. An effective leader capable of managing and leading a diverse workforce. Skilled in multiple mapping and computer software programs, including ESRI ArcGIS, Survey 123, Collector, Field Maps, Trimble GPS, virtual meeting platforms, and MS Office. Fluent in Spanish both verbally and written. I am a goal-oriented, motivated individual who excels at problem-solving. My attention to detail helps me prioritize tasks and effectively resolve any issues that arise.

## Experience

### **NATURAL RESOURCES MANAGER | RIVERSIDE COUNTY REGIONAL PARK & OPEN-SPACE DISTRICT | JULY 2022 - PRESENT**

- Recruited and trained ranger and maintenance staff with the necessary skills to approach their work with a compassionate and professional demeanor while prioritizing safety.
- Prepared and implemented work plans, abandoned encampment removals, patrol schedules, and management plans.
- Manage and oversee a ranger and maintenance staff team who identifies homeless individuals and connects them with resources, services, and secure permanent housing.
- Responsible for securing agreements and small contracts to help fund the team's operations.
- Collaborate with inter-agency departments, city partners, and non-profit organizations for a coordinated approach to homelessness in the Santa Ana River.
- Review county ordinances, policies and procedures, and regulations with employees to ensure compliance.
- Prepare grant applications and provide oversight of grant-funded projects while ensuring compliance with applicable terms and provisions on agreements and consultant contracts.
- Responsible for the completion and update of information on the website for the SAR Homeless Solutions Collaborative.

### **COMPLIANCE INVESTIGATOR | CENTER FOR CONTRACT COMPLIANCE | DECEMBER 2020 - JULY 2022**

- Conducted job site inspections to gather pertinent project, contractor, and worker data.
- Obtained and review bid documents, contract award information, certified payroll records, and other contract and project information.
- Actively maintaining investigative files in the database with accurate and timely information collected during investigations.
- Achieved impactful investigation results by pursuing cases through the Labor Commissioners Office, California Department of Insurance, Orange County District Attorney's Office, and through private/class action lawsuits.
- Promoted compliance with public works laws by conducting outreach and providing education to contractors, public agencies, workers, and relevant stakeholders on how to comply with the law, how to identify and report suspected fraud, how fraud negatively impacts the public works industry, the rights of workers and how to preserve them, and highlighting successful outcomes to bring awareness of the consequences for not following the law.

- Attended Golden Gate Workers' Compensation Fraud Consortium, local county District Attorney training, Prevailing Wage Seminars with Labor Commissioners Office, and the Annual Anti-Fraud Alliance Conference to maintain up-to-date knowledge and comprehension of applicable local, State, and federal laws including but not limited to the Labor Code, Public Contract Code, California Code of Regulations, and proposed legislation.
- Advanced knowledge of general construction industry and craft trades, prevailing wage compliance and California labor laws, and Cal/OSHA safety laws and regulations as it pertains to construction
- Skilled use of Microsoft Office Suite, Adobe PDF, and team meeting platforms.
- Advanced use of web platforms and software such as Internal Data Software (3cData), government agency databases, and research websites (Projects Plus and Dodge) for project information.
- Kept detailed daily reports and project site visit records to keep cases accurate and consistent.
- Ability to manage over 70 cases while continuing to monitor projects in my area.
- Submitted over 40 cases to the Labor Commissioner's office, California Department of Insurance, OC District Attorney's Office, and the Contractors State License Board.

**PARK RANGER SUPERVISOR | RIVERSIDE COUNTY REGIONAL PARK & OPEN SPACE DISTRICT JANUARY 2017 – DECEMBER 2020**

- Supervised and evaluated the work of Open-Space staff conducting wildlife management, exotic vegetation removal, and habitat restoration projects located at Hidden Valley Wildlife Area and Santa Rosa Plateau Ecological Reserve.
- Efficiently managed sensitive conservation areas under the Multi-Species Habitat Conservation Plan.
- Directed the Arundo invasive plant removal located on the Santa Ana River.
- Lead the homeless outreach and proactive enforcement team to deliver resources to the homeless population.
- Collaborated with local law enforcement, city officials, housing authority, and other homeless outreach programs to monitor homeless encampments through Collector App and Survey 123.
- Served eviction notices where crimes and/or altering of sensitive habitat areas had been committed within the county.
- Increased the quality of life for all citizens of Riverside County by reducing crime associated with the homeless population and subsequently saving taxpayer costs and resources.
- Conducted farming and pond management for migratory birds, while abiding by the Migratory Bird Treaty Act.
- Conversant in environmental permits including Clean Water Act section 401/404 permits and Cal Fish and Wildlife 1600 Streambed Alteration Permits.
- Supervised and monitored endangered species restoration projects, while engaging with US Fish & Wildlife Service.
- Conducted hiring, work monitoring, evaluation, and discipline of seasonal and full-time personnel.
- Skilled and Trained in FMLA, Worker's Compensation, union negotiations, and other Human Resources related items.
- Prepared documents for park project services, contracts, and purchase orders.
- Monitored and restored over 100 miles of equestrian, bike, and hiking trails in Riverside County.
- Managed programs with budgets totaling \$1.3 million annually.
- Collaborate with program staff on project design and budgets.
- Write grant proposals and reports for the Open-Space Division to gain funding for projects.
- Awarded multiple grants through California Conservation Corps totaling over \$170,000

**PARK RANGER I & II | RIVERSIDE COUNTY REGIONAL PARK & OPEN SPACE DISTRICT | FEBRUARY 2016  
- JANUARY 2017**

- Explained and enforced Riverside County Ordinances and State Fish and Wildlife regulations to park visitors as a patrol Ranger for the Natural Resources Division.
- Created interpretive programs for the Hidden Valley Nature Center that focused on wildlife, water management, and insects.
- Traveled on difficult terrain in various 4-wheel drive vehicles.
- Manufactured and installed gates, fences, and irrigation on Open-Space lands.
- Organized Work Release Program workers and Cal-Fire inmate crews for various projects including vegetation management and fire protection.
- Managed homeless encampments located in Santa Ana River and Open-Space properties.
- Conducted habitat restoration in riparian and grassland habitats.
- Conducted hiring of park maintenance and park rangers for Hidden Valley and the Sports Park.
- Conducted farming and pond management for migratory birds, while abiding by the Migratory Bird Treaty Act.
- Prepared documents for park project services, contracts, and purchase orders.
- Monitored and restored over 100 miles of equestrian, bike, and hiking trails in Riverside County.

**PARK MAINTENANCE WORKER | RIVERSIDE COUNTY REGIONAL PARK & OPEN-SPACE DISTRICT | MAY  
2014 - FEBRUARY 2016**

- Maintained Park facilities by mowing, raking, cleaning, fertilizing, and watering park areas. Also, maintained equestrian trails by removing brush, weeds, and other materials with chainsaws, bush trimmers, pole saws, and tractors.
- Cleaned, sanitized, and serviced restrooms and other public facilities
- Operates a variety of trucks and tractors in hauling trash, dirt and rocks, and in clearing and leveling park areas and roadways.
- Performed minor plumbing, electrical, and carpentry work such as repairing faucets and sprinkler heads, repairing benches and playground equipment, repairing irrigation systems, and cement work.
- Maintained and performed minor repairs on vehicles.
- Interpret and explain park policies, rules, regulations, and County ordinances.
- Assist in reviewing plans and specifications for park site projects and recommend modifications.
- Answer public inquiries and complaints concerning park and open-space operations and maintenance; assist in emergencies; maintained fire prevention standards and practices as established by the State Department of Forestry and Fire Protection and the United States Forest Service.
- Maintained records and prepared reports, informing supervisor on the progress of work and on observed performance and attendance of subordinates.
- Planned and participated in habitat creation and restoration.
- Monitored and participated in court referral/work release program.

**PARK ATTENDENT | RIVERSIDE COUNTY REGIONAL PARK & OPEN-SPACE DISTRICT | NOV 2012 - MAR  
2014**

- Greeted park visitors, determined appropriate fees based on park service usage, collected fees, issued receipts and permits, and recorded all registration information.

- Worked independently and directly with customers to facilitate routines, requests for field usage, and complaints.
- Prepared or helped prepare and/or review yearly budgets.
- Helped in the development and implementation of a schedule of activities and services for park and recreation areas.
- Assisted the Coordinator to develop programs by securing soccer programs and football programs,
- Prepared daily reports of revenue and receipts, park usage, and prepared and delivered bank deposits as scheduled.
- Answered inquiries and provided information on park services, rules, and regulations in person and over the phone. Observed established procedures to ensure the safety and security of visitors including refusing entry to persons not conforming to regulations.
- Provided assistance in emergency situations.
- Maintained park facilities by mowing, raking, cleaning, fertilizing, and watering park areas, maintained and improved camp and picnic areas by removing brush, weeds, and trash debris from Sports Park.
- Cleaned, sanitized, and serviced restrooms.

### **MANAGER | CITRUS CITY GRILL | MAY 2005 – AUGUST 2012**

- Oversaw the operations of daily sales and assisted in maintaining costs within the budget.
- Able to work independently and in a team environment. Provided excellent customer service over the telephone & in person.
- Projected all restaurant budgets, assuring that budget requirements were met in labor, food & maintenance costs, all within the utmost ethical and safety standards, while making sure to adhere to all the financial budgets foreseen.
- Researched and performed financial analysis on all aspects of the restaurant. Generated various reports, cost-benefit analyses, and tracked marketing information.
- Trained, supervised, and evaluated staff of 30+ people.
- Interfaced and collaborated daily with vendors, bank administration personnel, management, customers, various business representatives, city officials, and staff to create and maintain positive customer relations.
- Solved detail-oriented problems within the front & back portions of the restaurant operations, while using strong ethics, leadership, and interpersonal skills.
- Performed secretarial functions including filing, database entry, coordinating & scheduling meetings, and maintaining the promotion calendar.
- Able to maintain a sense of discretion working with sensitive and confidential material.
- Able to multi-task, will work under pressure, and adjust to changing priorities. Able to handle and maintain highly confidential documents & information.
- Integrated and developed business & services to enhance customer satisfaction and staff productivity.
- Comprehensive familiarity with applicable laws, rules, regulations, and/or policies and procedures
- Strong awareness of payroll processes and procedures
- Outstanding understanding of principles, theories, and practices of purchasing goods and services
- Notable ability to manage others by directing work, conducting employee evaluations, staff training and development, taking appropriate disciplinary/corrective actions, and making hiring/termination recommendations among others
- Remarkable ability to speak clearly, concisely, and efficiently; listen to, and understand, information and ideas as presented verbally

- Reflective skill to collect, code, categorize, calculate, tabulate, audit, confirm, and process information or data
- Insightful capacity to analyze information against a set of standards
- Excellent ability to maintain inventory; track receipt, send and deliver materials
- Assisted in a 5% reduction of labor costs through better staff selection and training.
- Consistently ran low-labor costs throughout seasonal highs and lows.

## **SKILLS AND ACHIEVEMENTS**

- **General Managers Award 2019 Recipient**
- **Wilderness First Aid and CPR Certified 2023**
- **Chainsaw Certified – County of Riverside 2015**
- **Irrigation Certified – Irrigator 2014**
- **P.C. 832 - Arrest, Search, and Seizure**
- **Basic Water Rescue**
- **Pepper Spray Certified**
- **Expandable Baton (RCB) Certified**
- **Microsoft Word, Excel, PowerPoint, and MS Office; Fluent Spanish both written and verbally**
- **Professionally drafted in the MLB draft of 2001**
- **President’s Who’s Who List at California Baptist University**

## **Education**

### **MASTER OF SCIENCE | 2009 | CALIFORNIA BAPTIST UNIVERSITY**

- Major: Kinesiology – Sports Management
- **Courses:**
  - Legal Aspects of Kinesiology: material included legal terminology, liability, risk management, personnel issues, and various issues facing administrators.
  - Managing Sports Programs: material covered various management issues including policy development and implementation, management style and philosophy, and human resource issues. Also covers interaction among managers with governing boards, administrators, and constitutions.
  - Event and Facility Management: encompasses a thorough conception of the planning and management of various events and facilities.
  - Economics of Sports: introduction to the economic principles, impact analysis, and budget preparation.

### **BACHELOR OF SCIENCE | 2006 | CALIFORNIA BAPTIST UNIVERSITY**

- Major: Kinesiology – Exercise Science