# DUTY STATEMENT

| DIVISION | CLASSIFICATION | POSITION NUMBER (Agency-Unit-Class-Serial) |
|---|---|---|
| Desert Division | Park Aide (Seasonal) | 549-955-0986-901 |
| **DISTRICT/HQ SECTION** | **WORKING TITLE** | **CBID** |
| Great Basin District | Visitor Services Park Aide | E |
| **SECTOR/HQ UNIT** | **REPORTING LOCATION** | **INCUMBENT** |
| Mojave Sector | Antelope Valley State Natural Poppy Reserve | |
| **STATE HOUSING** | | **IMMEDIATE SUPERVISOR** |
| Housing not available | | State Park Peace Officer Supervisor. |

**SENSITIVE POSITION DESIGNATION (Check if applicable)**

☐   Sensitive Position as designated by the Department per [California Code of Regulation (CCR) 599.961](#)

**POSITION DESCRIPTION**

The Park Aide reports directly to the assigned work location and works under the direction of the Supervising State Park Peace Officer and will receive direction from the lead State Peace Officer assigned to the visitor service operation. The Park Aide position is a temporary employee hired to work during the busy months of the year and may not work more than 189 days every 12 months. The Park Aide will be performing their duties dressed in full State Park Uniform. The uniform will be purchased by the Park Aide and will be in good condition at the start of each workday. The Park Aide will work in a kiosk and/or designated working area. They will have responsibilities processing transactions and filing revenue and attendance paperwork. Park Aide may be subject to varying weather conditions. All successful applicants must have approved criminal history checks and where applicable, DMV checks before hiring. The primary duties include but are not limited to:

**ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.**

**ESSENTIAL FUNCTIONS:**

| % | TASK/DUTIES |
|---|---|
| **40%** | **Customer Service**<br>The Park Aide will perform routine public contact work, which includes but is not limited to: answering questions from the public, explaining rules and regulations, reporting medical emergencies, answering phone calls, managing peak use periods without error or delay. The Park Aide will refer issues or concerns, special requests, and unanswered questions to the Supervising State Park Peace Officer or lead visitor services State Park Peace Officer. The Park Aide will also provide information to the visiting public about available recreational facilities and activities. All public contacts will be courteous, impartial, and articulate. Information given to the media will be referred by field staff to their Supervisor. |
| **40%** | **Revenue Collections and Sales**<br>The Park Aide is responsible for selling tickets and collecting fees while following proper accounting and departmental procedures. The Park Aide will be responsible for tracking "unpaid" visitors with the use of a hand tally counter and recording the count daily. The Park Aide will prepare daily collection reports through an R2S2 system, fill out proper collections form (DPR 156), and file paperwork. The Park Aide will be responsible for accuracy while handling cash, balancing registers, and making deposits to a secure vault. The Park Aide will be responsible for filling out deposit slips and deposit bags with accuracy. The Park Aide will monitor levels of day |

| | use tickets, annual passes, and miscellaneous supplies in stock. The Park Aide must complete all required documents in an accurate and legible manner. The Park Aide will be responsible for opening and closing procedures of the kiosk. |
|---|---|
| **10%** | **Maintenance and Housekeeping**<br><br>Maintains a clean appearance of the kiosk, work area and restroom. Housekeeping, refuse disposal, and litter pickup are daily tasks of the Park Aide. |
| **5%** | **Administration**<br><br>The Park Aide is responsible for completing and submitting a report of hours worked during scheduled periods. The Park Aide will review time report for accuracy and legibility and sign timesheets due by the first of the month. The Park Aide is responsible for printing, filling out, and filing forms related to the kiosk operations. |

**MARGINAL FUNCTIONS:**

| % | TASK/DUTIES |
|---|---|
| **5%** | Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and trainings and prepare administrative paperwork to meet operational needs. |

**TYPICAL WORKING CONDITIONS**

Work outdoors in various types of weather or work in unpleasant conditions.
Work environment may have moderate exposure to unusual elements, such as extreme temperatures, dirt, dust, fumes, unpleasant odors, and/or loud noises.
May involve some exposure to aggressive visitors.
Work near fast moving traffic.
May work inside an office.

**TELEWORK DESIGNATION:**

This position is designated as NOT Telework Eligible.

**SPECIAL REQUIREMENTS:**

Possession of a valid class C driver's license is required.
Willingness to work at various locations within the District.
Willingness to work on Saturdays, Sundays and Holidays at odd or irregular hours and under adverse weather conditions.
Perform varied manual tasks.
Interact with the public.
Conform to departmental uniform requirements.

**The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.**

**SUPERVISOR STATEMENT:**
I CERTIFY THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE WITH A COPY OF THIS DUTY STATEMENT.

| SUPERVISOR NAME (PRINT OR TYPE) | SUPERVISOR SIGNATURE | DATE |
|---|---|---|
|  |  |  |

**EMPLOYEE STATEMENT:**
I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.

| EMPLOYEE NAME (PRINT OR TYPE) | EMPLOYEE SIGNATURE | DATE |
|---|---|---|
|  |  |  |