



State of California – Natural Resources Agency  
DEPARTMENT OF PARKS AND RECREATION

## DUTY STATEMENT

<b>DIVISION</b>	<b>CLASSIFICATION</b>	<b>POSITION NUMBER (Agency-Unit-Class-Serial)</b>
Coastal Field Division	Senior Park Aide (Seasonal)	549-554-1035-901
<b>DISTRICT/HQ SECTION</b>	<b>WORKING TITLE</b>	<b>CBID</b>
Oceano Dunes District	Senior Park Aide (Seasonal)	E
<b>SECTOR/HQ UNIT</b>	<b>REPORTING LOCATION</b>	<b>INCUMBENT</b>
Oceano State Vehicular Recreation Area & Pismo State Beach	928 Pacific Blvd., Oceano, CA 93445	
<b>STATE HOUSING: (Check one)</b>		<b>IMMEDIATE SUPERVISOR</b>
<input type="checkbox"/> Housing is required <input type="checkbox"/> Housing may be required <input checked="" type="checkbox"/> Housing is not available		Administrative Officer I
<b>SENSITIVE POSITION DESIGNATION: (Check if applicable)</b>		
<input type="checkbox"/> Sensitive Position as designated by the Department per <a href="#">California Code of Regulation (CCR) 599.961</a>		
<b>POSITION DESCRIPTION</b>		
<p>Under the direction of the Administrative Officer I and may receive work assignments from the State Park Peace Officer Supervisor (Ranger) assigned to the revenue program, the Senior Park Aide will maintain the daily operation of the visitor center/kiosk, park or facility entrance by collecting fees, registering campers using approved system methods, monitoring number of day use and campground passes sold daily and handle reservation issues. The Senior Park Aide will act as a lead person and train the Park Aide (Seasonal) employees. The hours for this position will vary and it is expected for this position to work on weekends, holidays and evenings. The reporting location for this position will be 928 Pacific Blvd., Oceano, CA 93445, and will work with State Park Rangers/ Lifeguards at Oceano Dunes and Pismo State Beach.</p>		
<b>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.</b>		
<b>ESSENTIAL FUNCTIONS:</b>		
<b>%</b>	<b>TASK/DUTIES</b>	
30%	CUSTOMER SERVICE / KIOSK OPERATIONS: Provides excellent customer service by greeting the public with a positive and welcoming attitude. Delivers accurate and timely information regarding park rules and regulations, recreational opportunities, events, park conditions, and other relevant area details in a professional and courteous manner, registers campers using approved systems and methods, adhering to Department and District policies and procedures, effectively resolves reservation issues and maintains clear communication with park personnel via radio, in person, and in writing, stays vigilant for public safety concerns, promptly notifying Dispatch and Rangers as needed, leads and trains Park Aides in managing the revenue program, including training and supporting lower-level staff, refers complex issues, special requests, or unresolved questions to the Administrative Officer I or State Park Peace Officer Supervisor (Ranger)	
30%	KIOSK ADMINISTRATION: Able to use computer and reservation program to retrieve, print and prepare daily reservation reports and passes, prepare daily collection reports (DPR form 156), visitor attendance statistics, and bank deposits, responsible for monitoring number of day use and campground passes sold daily, responsible for monitoring appropriate supply of annual passes, maps, campground reservation receipts (DPR 453) and miscellaneous supplies in stock, coordinate supplies and tickets needed for kiosk operations with Administrative Officer I, ensure all records pertaining to revenue collection and all accountable documents are maintained in a	

	timely manner and in accordance with District Policy, complete daily accountability worksheets, assist with creating schedules ensuring adequate daily shift coverage, perform minor filing, record keeping and radio communications, responsible for keeping track of forms, statistics and filling out necessary paperwork related to the kiosk operations, ensure information flow is maintained for an efficient operation, accurately complete department forms and deposit slips
<b>25%</b>	<b>REVENUE COLLECTION AND REPORTING:</b> Collect and compute park entrance fees and sell passes following proper accounting and department procedures, manage operating funds in the kiosks including accurate accounting of change funds and daily receipts, prepare accurate records of daily transaction activities, maintain various accountable documents, account for supplies, attend and participate in tailgate safety meetings, as well as monitor safe working habits and conditions
<b>10%</b>	<b>GENERAL HOUSEKEEPING:</b> Maintain a clean and safe working environment with regular sweeping and cleaning of counters and windows, maintain sufficient inventory levels of kiosk supplies which include but are not limited to register receipt rolls, tape, pens, paper, passes, and trash bags, assemble informational materials and handouts, post updated bulletins and information, raise and lower flags when appropriate
<b>MARGINAL FUNCTIONS:</b>	
<b>%</b>	<b>TASK/DUTIES</b>
<b>5%</b>	Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and trainings and prepare administrative paperwork to meet operational needs.
<b>TYPICAL WORKING CONDITIONS</b>	
<p>Work environment is an office setting, using computers, telephone and other business equipment</p> <p>Typical work activities involve frequent and prolonged periods of sitting</p> <p>Typical work involves extended telephone conversations and keyboard operation</p> <p>Must meet many deadlines within short time frames</p> <p>Hand dexterity to use telephone, keyboard and calculators are common requirements</p> <p>Move about, stand, reach, stoop or bend. Use fine motor skills for computer or office machine use</p> <p>Lift supply boxes minimum weight of 10 lbs. to maximum weight of 50 lbs. and use of hand cart to move supplies over 10 Lbs. of weight</p> <p>Requires reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movements in the performance of daily duties</p> <p>May involve some exposure to aggressive visitors</p>	
<b>TELEWORK DESIGNATION</b>	
<b>This position is designated as: (Check one)</b>	
<input type="checkbox"/> Telework Eligible – Office Centered <input type="checkbox"/> Telework Eligible – Remote Centered <input checked="" type="checkbox"/> Not Telework Eligible	
<b>SPECIAL REQUIREMENTS:</b>	
<p>Possession of a valid class C driver's license is required. The Senior Park Aide will be required to perform their duties dressed in a State Park uniform in accordance with Departmental and District policies.</p>	

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.

<b>SUPERVISOR NAME (PRINT OR TYPE)</b>	<b>SUPERVISOR SIGNATURE</b>	<b>DATE</b>

**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.

<b>EMPLOYEE NAME (PRINT OR TYPE)</b>	<b>EMPLOYEE SIGNATURE</b>	<b>DATE</b>