



## DUTY STATEMENT

<b>DIVISION</b>	<b>CLASSIFICATION</b>	<b>POSITION NUMBER (Agency-Unit-Class-Serial)</b>
Coastal Division	Park Aide (Seasonal)	549-917-0986-901
<b>DISTRICT/HQ SECTION</b>	<b>WORKING TITLE</b>	<b>CBID</b>
Angeles District	Visitor Services Park Aide	E
<b>SECTOR/HQ UNIT</b>	<b>REPORTING LOCATION</b>	<b>INCUMBENT</b>
Malibu Sector	Malibu Sector Office	
<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		Supervisor, II
<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>The Park Aide reports directly to the assigned work location within the sector and works under the direction of the District Administrative Chief or their designee. The Park Aide will sell park passes and collect fees, assign campsites, answer questions from the public, explain park rules and regulations, maintain and operates light vehicles, and account for supplies and equipment used in the operation and maintenance of Park Operations. The Park Aide will keep facilities, and equipment at State Beaches, Parks, or Historical monuments clean and organized. This position will be assigned primarily in the Malibu Sector at parks including but not limited to, Malibu Creek SP, Malibu Lagoon, Point Dume, Leo Carrillo, and Thornhill Broome but may be required to work at various locations throughout the Angeles District including Topanga and Los Angeles Sectors. The Park Aide will be performing their duties dressed in full State Parks Uniform in accordance with the uniform handbook. 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. The main headquarters for this position will be at Malibu Sector Office or Malibu Creek State Park dependent on which sector the employee is assigned to.</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>	
<b>40%</b>	<b><u>VISITOR SERVICES/CUSTOMER SERVICE/REVENUE COLLECTION:</u></b> The Park Aide will perform routine public contact work. Which includes but is not limited to, answering questions from the public and staff, explaining rules and regulations, reporting medical emergencies, managing peak use periods without error or delay. The Park aide will provide information to the visiting public about available recreational facilities and activities. All public contacts will be courteous, impartial, and articulate. Provide exceptional customer service to all visitors. Information given to the media will be referred by field staff to their supervisor. Register Park users by applying proper rates to campsites, day use, group camps, bicyclists, hikers, campers, buses, and off season passes. Sells and maintains supply of firewood. Uses proper procedure for registering computerized reservations. Issues refunds and receives cancellations. Monitors camp occupancy and site status. Maintains alphabetical file of registered camper's names. Relays messages to and from visitors needing assistance by radio and telephone. Maintains lost and found services and implements park emergency procedures when necessary. Accounts for monetary transactions by properly handling money and giving correct change. Prepares accountability worksheet for each shift worked. Keeps records of daily activities by	

	entering visitor statistics on attendance records. Maintains accurate, up-to-date radio log by noting shortages. Orders kiosk supplies and records hours worked daily. Adheres to DPR regulations on proper uniform, grooming, and personal appearance. May take direction from Law Enforcement personnel or Admin Chief's Designee.	
35%	<b><u>Housekeeping/Maintenance:</u></b> Maintains cleanliness and order of entrance stations. Keeps counters dusted and uncluttered. Sweeps floors and empties trash. Washes windows and keeps outside area litter-free. Cleans restrooms and waters plantings adjacent to kiosk as required. Performs routine daily and weekly safety checks on all facilities used in carrying out duties. Performs light maintenance of visitor service facilities.	
15%	<b><u>Information and interpretation:</u></b> Answers questions from park visitors or the public. Provides information regarding natural and cultural resources of area, interpretive activities schedule, park rules and regulations, as well as Fish and Game regulations. Reports complaints and suspicious activities to District Administrative Chief and Duty Ranger.	
5%	<b><u>Administration:</u></b> 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 kiosk operations.	
<b>MARGINAL FUNCTIONS:</b>		
<b>%</b>	<b>TASK/DUTIES</b>	
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.	
<b>TYPICAL WORKING CONDITIONS</b>		
Work in various kiosks and multiple park units. May be required to work outside in various conditions including hot, dry or inclement weather. Standing for long periods of time is required.		
<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>		
Possession of a valid class C driver's license is required. This is a uniformed position required to wear approved DPR uniform and adhere to uniform policies.		
<b>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.</b>		
<b>SUPERVISOR STATEMENT:</b>		
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>
<b>EMPLOYEE STATEMENT:</b>		
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>