



DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Northern Field Division	Senior Park Aide (Seasonal)	549-687-1035-901
DISTRICT/HQ SECTION	WORKING TITLE	CBID
Sierra District	Senior Park Aide (Seasonal)	E
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
Lake Tahoe Sector	Donner Memorial State Park	
STATE HOUSING		IMMEDIATE SUPERVISOR
Housing may be required		SPPO Supervisor (Ranger)
SENSITIVE POSITION DESIGNATION (Check if applicable)		
<input type="checkbox"/> Sensitive Position as designated by the Department per California Code of Regulation (CCR) 599.961		
POSITION DESCRIPTION		
<p>Under the direction of the State Park Peace Officer Supervisor (Ranger), and guidance from State Park Peace Officers, this position is responsible for the day-to-day Visitor Services operations throughout the Lake Tahoe sector: campground and day use operation, resource management, assisting in interpretation, and visitor center operation. This position is responsible for leading and assisting Park Aides working in Visitor Services, performing routine public contact in State Park facilities and grounds, assisting the public with answering questions regarding Park rules, regulations, and educational programs. This position is to maintain the daily operation of the visitor center and facility entrance, collect fees, perform housekeeping duties, assist with educational programs, and provide information to park visitors. The reporting location for this position is Donner Memorial State Park and will work at various sites throughout the sector which include Donner Memorial State Park, Kings Beach State Recreation Area, and Tahoe State Recreation Area as needed. State Housing is a requirement for this position.</p>		
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	
45%	KIOSK OPERATION: Coordinates and leads Park Aide staff in park and visitor center operations. Prepare written and computer-generated documents relating to revenue, schedules, reservations, and other related reports. Inspects completed work for accuracy and completeness and establishes standards while training Park Aide staff. Keep accurate statistics for visitation and interpretive programs given. Maintains attendance records and processes reports of collections to HQ.	
35%	VISITOR SERVICES: The Senior Park Aide will meet and greet the public while maintaining a positive customer service approach. Disseminate information about the rules and regulations to park visitors in person or by telephone. Handle routine questions from the public. Promote self-guided programs. Account for monetary transactions by correctly handling money, making change, and closing out on the cash register at the end of shift. Assists in the R2S2 functions and deposits. Processes refunds and performs routine accounting in the kiosk, assures that Park Aides are processing paperwork accurately. Responsible for collecting fees, assigning campsites, resolving minor complaints, explaining park rules, and assisting with camp checks. Periodically monitoring the campgrounds and day use areas.	
15%	INTERPRETATION/HOUSEKEEPING: Assist the interpretation team in providing interpretive programs and school group programs including	

	but not limited to conducting tours of the facility and grounds, interpretive park programs, digital engagement, and educational programs. May be asked to attend community outreach events on and off site. Communicate interpretive knowledge and provide the public with general information, interpret state resources including historical significance, relevance, and importance of preserving natural resources. Perform housekeeping duties such as vacuuming, sweeping, and dusting. The role involves ensuring the office environment is kept clean, organized, and professional always.
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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

May work in an indoor or outdoor setting and encounter various types of temperature and weather situations including rain, wind, heat, and cold. Work environment may have exposure to dirt, dust, fumes, and unpleasant odors. Must be able to work on weekends, holidays, and occasional special events. Standing for prolonged periods of time. Ability to lift up to 25 pounds utilizing a hand cart.

TELEWORK DESIGNATION:

This position is designated as NOT Telework Eligible.

SPECIAL REQUIREMENTS:

Possession of a valid Class C driver’s license and maintain a good driving record is required. Purchase and wearing of a State Park uniform is required, and employees must adhere to State Park grooming standards

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