



## DUTY STATEMENT

<b>DIVISION</b>	<b>CLASSIFICATION</b>	<b>POSITION NUMBER (Agency-Unit-Class-Serial)</b>
Northern	Senior Park Aide (Seasonal)	549-696-1035-901
<b>DISTRICT/HQ SECTION</b>	<b>WORKING TITLE</b>	<b>CBID</b>
Gold Fields	Senior Park Aide	E
<b>SECTOR/HQ UNIT</b>	<b>REPORTING LOCATION</b>	<b>INCUMBENT</b>
Folsom Sector	Folsom Lake State Recreation Area	
<b>STATE HOUSING: (Check one)</b>		<b>IMMEDIATE SUPERVISOR</b>
<input type="checkbox"/> Housing is required <input type="checkbox"/> Housing may be required		Senior Park & Recreation Specialist
<input checked="" type="checkbox"/> Housing is not available		
<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 Senior Park &amp; Recreation Specialist and with guidance from the State Park Peace Officer Supervisor (Ranger), the Senior Park Aide leads Park Aides in Kiosk operation, prepares routine reports and accounting documents for fees collected, checks park facilities and reports problems, handles minor visitor complaints, explains park policies and regulations to the visiting public, answers routine questions from the public, troubleshoots electronic equipment, coordinates housekeeping activities and provides instruction in the safe and proper use of housekeeping supplies. The Senior Park Aide assists with the oversight of the Visitor Service Program and Aquatic Invasive Species Prevention Program.</p> <p>The reporting location for this position is Folsom Lake State Recreation Area. The Senior Park Aide is a seasonal employee hired to work during the busy months of the year. This position may work up to 1500 hours within 12 consecutive months.</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>35%</b>	<b>VISITOR OPERATIONS</b> Greet incoming visitors and provide excellent customer service. Understand and communicate park rules, regulations, and policies to visitors. Provide information to the public regarding park facilities. Answer visitor questions in person or over the phone. Address minor visitor complaints and report major visitor complaints to the State Park Peace Officer Supervisor (Ranger). Acknowledge visitor recommendations. Ensure park maps and brochures are well stocked in visitor areas and kiosks. May check in on campgrounds to provide visitor services to overnight guests. Observe park facilities and report any safety hazards, suspicious activity, and/or crimes via radio to park rangers and upper management to assist in keeping visitors safe. Manage lost and found items. Assist with traffic control and public safety as needed. Open and secure park unit gates. Maintain neat, clean and safe work areas, including restrooms, office areas and entrance stations, etc. Perform refuse disposal and litter pick up as needed.	
<b>20%</b>	<b>REVENUE COLLECTION AND SALES</b> Lead the park entry kiosk operations to register and collect fees for day users, campers, RVs, and/or boats and sell annual park passes. Ensure the kiosk and/or visitor center is fully stocked with the supplies needed to efficiently process and collect entry payments. Collect parking payment envelopes from self-serve parking areas and report parking violations. Perform cash	

	handling and may perform cash register close-out at end of day. Track and document all fees associated with park entry or campground use. Process refunds, cancellations, late entries, and early or late campsite checkouts. Assist with processing credit card dispute cases in coordination with the bank. Create visitor statistics, payment accountability, report of collections, and attendance reports.
<b>20%</b>	<b>AQUATIC INVASIVE SPECIES PREVENTION PROGRAM</b> Responsible for providing education to all recreational boaters about the Aquatic Invasive Species Prevention Program. Perform vessel off-water review and apply seals on vessels that do not have a seal in place. Perform seal checks and remove seals on all incoming vessels. Apply seals to all exiting vessels. Enter all vessel seal serial data into a mobile application. Report incoming or departing vessel violations and relay information to appropriate park staff. Responsible for monitoring equipment and supply inventory at each inspection station. Assist with training Park Aides on vessel inspection best practices.
<b>20%</b>	<b>LEADERSHIP</b> Lead and support Park Aides by training them in kiosk operations, fee collection, and visitor services. May assist Park Aides with timesheet completion. Relieve Park Aides for breaks and lunches. Inspect housekeeping and vessel inspection duties performed by Park Aides to ensure work is completed properly. Educate Park Aides and/or Youth Aides on park rules, regulations, and policies as well as customer service to ensure welcoming, consistent, and professional public contact work is performed throughout the park. May be asked to complete additional forms such as vehicle inspections, mileage logs, etc.
<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>	
The incumbent will work primarily outdoors and may be exposed to extreme weather conditions (extreme highs and lows).	
<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. The Senior Park Aide will perform duties dressed in a full State Park Uniform and operate a state vehicle. The uniform will be purchased by the Senior Park Aide and will be clean and unwrinkled at the start of each shift.	

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>