



DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Central Field	State Park Superintendent II	548-715-0978-002
DISTRICT/HQ SECTION	WORKING TITLE	CBID
Santa Cruz District	Operations Superintendent	S07
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
Santa Cruz	Santa Cruz Mission State Historic Park	
STATE HOUSING: (Check one)		IMMEDIATE SUPERVISOR
<input checked="" type="checkbox"/> State housing may be required		State Park Superintendent III
SENSITIVE POSITION DESIGNATION: (Check if applicable)		
<input checked="" 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 Superintendent III, the Operations Superintendent is a member of the District's Management Team. The reporting location for this position is the Santa Cruz Mission State Historic Park located at 144 School Street, Santa Cruz, CA 95060.</p> <p>This position is responsible for the management of the District's Visitor Service Operations program, including Day Use and camping operations, R2S2 reservation program, working closely with Friends of Santa Cruz State Parks partners, special events, film permits and fostering relationships with other partners and allied agencies.</p> <p>This position will provide support and guidance to the SPPO Supervisor staff and all visitor services staff of all Park Units of the Santa Cruz District.</p> <p>This position works closely with the Santa Cruz District Public Safety Superintendent to assist with the execution of Public Safety duties as necessary.</p> <p>All duties shall be performed in a safe manner in compliance with Department and District policies.</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	
30%	<p>MANAGEMENT</p> <p>Ensures a balanced and comprehensive visitor services program is provided for facilitating high quality recreational opportunities for park visitors, as well as protection of the public, park resources, and employees within the Santa Cruz District. Works closely with Co-management partners, Friends of Santa Cruz State Parks, related to operations program staffing, personnel management, operations budgeting, special events and more. Responds to DPR personnel and/or allied agency requests for assistance.</p> <p>Recommends new, or changes in, policy to District Superintendent related to visitor services operations. Establishes and maintains cooperative relationships with the public and representatives of other partners and allied agencies.</p>	

	<p>Directly manages Reservations and fee collection programs and receives input and provides direction to District Staff related to necessary changes related to this program.</p> <p>Keeps District Superintendent and Chief Ranger informed of issues and proposes resolutions related to all aspects of visitor services operations. Works with District Administration staff and Friends of Santa Cruz State Parks to address staffing and personnel issues.</p> <p>Works with Chief Ranger and the State Park Peace Officer Supervisors to ensure that all supplies needed to operate the visitor services program of the district are provided efficiently and in a timely manner.</p>
30%	<p>ADMINISTRATION</p> <p>Assists with preparation and review of personnel action requests for District personnel and makes recommendations concerning such requests. Assists the District Superintendent and Core staff with management and planning. Assists the Superintendent with concession management issues. Assures that all revenue collected by Visitor Services personnel is transferred according to policy and in a timely manner. Assists with the development of a resource management plan. Works with management team to ensure that adequate patrols occur within the units to protect the resources. Makes recommendations concerning requests for collection permits and special use permits. Assists in resource rehabilitation projects. Assists with planning and development related to the Special Events and Film permit program. Works with Friends of Santa Cruz State Parks partner to develop operations staffing budget.</p>
15%	<p>EMPLOYEE TRAINING</p> <p>Reviews and provides oversight of training related to visitor services staff related to day use, camping, reservations programming and occupational safety. Works directly with the Operations Director for the Friends of Santa Cruz State Parks to develop and ensure appropriate training for Visitor Service Aide staffing.</p>
15%	<p>LAW ENFORCEMENT AND PUBLIC SAFETY</p> <p>Assists the Public Safety Superintendent and Chief Ranger with all aspects related to public safety and law enforcement. Helps to develop work and patrol schedules to ensure that the park visitors have a safe and secure experience. Assists with review and resolution of public complaints. Assists with Receiving and processing Visitor Accident and Crime Reports and makes recommendations to the Superintendent concerning the incidents described in these reports Updates the emergency plans and ensures that Visitor Services personnel are properly prepared to implement such plans. Coordinates search and rescue efforts of park personnel and coordinates the efforts with those of other agencies. Ensures that Park Peace Officers follow up enforcement actions with the required reports, complaints, arrests, court procedures, etc.</p>
MARGINAL FUNCTIONS:	
%	TASK/DUTIES
5%	<p>HOUSEKEEPING and MAINTENANCE</p> <p>Works with management team to ensure facilities are regularly checked for cleanliness and possible public hazards as part of their normal patrol routine. Provides input on the annual equipment replacement budget. Work with district trail coordinator to address reports on trail maintenance and hazards. Submits recommendations for facility repairs or modifications. Helps Maintenance Chief perform annual safety inspection of facilities and submits recommendations for needed changes to correct hazards. Works with the District Maintenance Chief on maintenance projects so as to integrate visitor services issues and concerns on these projects.</p>
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	
TELEWORK DESIGNATION	
This position is designated as: (Check one)	
<input checked="" type="checkbox"/> Telework Eligible – Office Centered <input type="checkbox"/> Telework Eligible – Remote Centered <input checked="" type="checkbox"/> Not Telework Eligible	

SPECIAL REQUIREMENTS:

Possession of valid California Class C driver's license.

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**