



DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Northern	Senior Park Aide - Seasonal	549-655-1035-901
DISTRICT/HQ SECTION	WORKING TITLE	CBID
Bay Area District	Senior Park Aide - Seasonal	E
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
Bay Area District	Mount Tamalpais State Park	
STATE HOUSING: (Check one)		IMMEDIATE SUPERVISOR
<input type="checkbox"/> Housing is required <input type="checkbox"/> Housing may be required <input checked="" type="checkbox"/> Housing is not available		Staff Park and Recreation Specialist
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 Staff Park and Recreation Specialist (SPRS), the Senior Park Aide leads Park Aides in Kiosk operation, prepares routine reports for park attendance 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, coordinates housekeeping activities and provides instruction in the safe and proper use of housekeeping supplies.</p> <p>The Senior Park Aide may be required to work Special Events with the District, and may be assigned tasks/projects from other permanent staff within the district upon approval by the SPRS.</p> <p>The reporting location is Mount Tamalpais State Park in Mill Valley, CA, but this position may also be working at other parks within the district, including Samuel P. Taylor and Tomales Bay.</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	
40%	PARK OPERATIONS Supports the daily operations of the park to ensure a safe, clean, and enjoyable environment for visitors. Open and close facilities, monitor park grounds, assist in the coordination of visitor services, and train Park Aide Staff. Sell day-use tickets, annual passes, publications, and other park/program-related items. Assists with fee collection, prepares accurate financial reports, and ensures compliance with established protocols for handling cash and other transactions. Monitor park activities to ensure adherence to rules and regulations. 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.	
30%	PUBLIC CONTACT Engages visitors to provide customer service and foster a positive park experience. Welcome visitors at park entrances, kiosks, and visitor centers. Effectively communicate park rules, regulations, and safety information. Address minor visitor complaints and report major visitor complaints to the supervisor. Acknowledge visitor recommendations. Answers questions and offers guidance about the park's natural, cultural, and recreational features. Assist in resolving	

	visitor concerns, sharing interpretive recommendations where appropriate, and reporting issues to supervisory staff.	
15%	LEADERSHIP / ROVING Trains, evaluates, and coaches seasonal Park Aides and documents their performance via a performance report. Lead and support Park Aides by training them in kiosk operations, fee collection, and visitor services. 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. Develops highly motivated Park Aides, maintaining a work environment that is free from sexual harassment, hostility, discrimination, or negativity. Perform roving duties to assist with Campground Operations, Revenue Collection, Code Enforcement and education on the park. Maintain a professional demeanor as an example for the park aides to follow. Report daily park activity and reservation changes to the next Rover on duty.	
10%	ADMINISTRATION Prepare and maintain accurate records, reports, and logs related to attendance, fees, incidents, and daily activities. Assist with scheduling, staff coordination, and inventory management for supplies and equipment. May create work schedules for Park Aides and assist them with timesheet completion.	
MARGINAL FUNCTIONS:		
%	TASK/DUTIES	
5%	Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and training and prepare administrative paperwork to meet operational needs.	
TYPICAL WORKING CONDITIONS		
Work primarily outdoors in varying weather conditions, including heat, cold, and rain. Navigate uneven terrain and moderate hiking trails during program delivery and site visits. Flexible work schedule, including weekends, evenings, and holidays, to accommodate program needs and visitor demand. May be assigned to special events in order to monitor use of the park. Collaborative work environment, interacting with park staff, volunteers, and partner organizations. Exposure to wildlife, insects, and plant allergens common to the California Coast region.		
TELEWORK DESIGNATION		
This position is designated as: (Check one)		
<input type="checkbox"/> Telework Eligible – Office Centered <input type="checkbox"/> Telework Eligible – Remote Centered <input checked="" type="checkbox"/> Not Telework Eligible		
SPECIAL REQUIREMENTS:		
Possession of a valid class C driver's license is required because driving a state vehicle to accomplish the above tasks may be required. This position is required to purchase and wear a uniform where state Park grooming standards must be met.		
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