



State of California – Natural Resources Agency
DEPARTMENT OF PARKS AND RECREATION

DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Coastal Field Division	Senior Park Aide (Seasonal)	549-742-1035-901
DISTRICT/HQ SECTION	WORKING TITLE	CBID
San Luis Obispo Coast District	Day Security	E
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
Museum/Public Safety	Hearst San Simeon State Monument	
STATE HOUSING		IMMEDIATE SUPERVISOR
State Housing is not available		Supervising State Park Peace Officer
SENSITIVE POSITION DESIGNATION (Check if applicable)		
☐ Sensitive Position as designated by the Department per California Code of Regulation (CCR) 599.961		
POSITION DESCRIPTION		
This position works under the daily leadership of the State Park Peace officers (Ranger and Ranger K-9 Handlers) and the Supervision of the Hilltop Supervising Ranger. The reporting location is the Day Security office at Hearst Castle. The general duties of this position are to provide visitor assistance and to assist in providing for the safety and protection of the visitors, employees, resources and the property of Hearst San Simeon SHM. Assists with operational needs at the Hearst Castle Visitor Center, including but not limited to health and security screenings. Ensures Visitors are following appropriate health and safety protocols at both the Visitor's Center and Hearst Castle State Historical Monument. Train and leads lower-level seasonal employees to perform all the above. Shifts may vary depending on the season. Hearst San Simeon SHM is open 7 days a week. shift schedules usually include weekends. Normal working hours are generally an 8-hour day shift or 4-hour evening shift. This position is not eligible for state housing.		
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	
50%	VISITOR SERVICES Assists Hearst Castle visitors as needed including but not limited to providing assistance to visitors with small children, directing visitors off guided tours to the restroom locating lost and found items and escorting visitors off tours that cannot negotiate the tour route. Evaluates potential first aid situations and calls Firefighter/Security Officers or Rangers for assistance when appropriate. Provide assistance to ADA tour guides as needed, including but not limited to bringing chairs for visitors to sit in during the tours and operate and maneuver the ADA cart around obstacles to ensure accessible pathways for all visitors. Provides van transportation for visitors as needed or directed. Train and lead seasonal Park Aides.	
25%	SECURITY AND FIRE PREVENTION Responds to fire alarms. Reminds visitors of our tour rules when necessary to assure compliance. Provides security for special events. Performs close-down procedures on tour routes. Assists as directed in any emergency. Guards tours and serves in other security related functions. Assisting and serving the public. Assists in diplomatic compliance of health and safety rules of tours to protect the public and to protect and maintain the facility. Train and lead seasonal Park Aides	
20%	INDEPENDENT STUDY AND ASSIGNMENTS	

	Assist in maintaining Day Security equipment such as security lighting and vehicles or medical aid supplies. Maintain medical supplies used by security. Take out trash and change bed sheets in med room. Take part in cleaning the security break room.	
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		
Most of the working shift is spent outside in any type of weather, multiple stairs and walking distances on security rotations is required.		
TELEWORK DESIGNATION:		
This position is designated as NOT Telework Eligible.		
SPECIAL REQUIREMENTS:		
Possession of a valid class C driver's license is required.		
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