



DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Coastal Field	Senior Park Aide (Seasonal)	549-917-1035-901
DISTRICT/HQ SECTION	WORKING TITLE	CBID
Angeles District	Senior Park Aide, Interpretive Operations	E
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
District	Malibu Lagoon State Beach	
STATE HOUSING		IMMEDIATE SUPERVISOR
Housing not available		State Park Interpreter III
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>The Senior Park Aide, Interpretive Operations (Interp Ops SPA) is a direct report to the State Park Interpreter III, whose day-to-day activities and responsibilities are overseen by the State Park Interpreter I, Field Leads (SPI I Leads). Primary responsibility of this position is to act as a shift lead for contact station operations, provides traditional interpretive programs such as Junior Rangers and Campfire programs, provides support to field trips and conducts virtual programs. Interp Ops SPA work to support peers and volunteers by modeling programming, standard operating procedures, elevating questions and feedback that improve sites, contact stations and interpretive programs. They work with in a team setting to support visitor experiences and interpretive opportunities. The incumbent will be expected to support other locations within the District such as Will Rogers State Historic Park and Topanga State Park and others. This positions schedule is mandatory Thursdays, Fridays, Saturdays and Sundays, 8:45am-5:15pm as well as evening and holidays when needed.</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	
35%	<p>Contact Stations and Site Operations Perform the routine activities at contact stations and information desks as assigned by SPI I Leads. Assists SPI I Leads with implementing day-to-day operations and acts as shift leads at contact stations. Ensure that visitor information materials are in supply. Operate a variety of audiovisual and other equipment used in connection with contact stations. Periodically inspects the physical and operational condition of contact stations assets. Reports damage and/or malfunctions. Respond to electronic, telephone, or written inquiries from the public. Orient, educate, and inform visitors regarding access and opportunities to participate in and contribute to memorable experiences. Works with volunteers, interns and other seasonal staff and provides guidance and support demonstrating practices in support of peer training. Maintain the centers, conduct light cleaning, report on any damages to equipment, coordinate with SPI I Leads on any improvements, supplies or tech needs. They may maintain inventories of items. Implementation of the R2S2 or relevant fee/scheduling systems and peer to peer training of these tools. Tracks and reports on visitor use statistics. Works with SPI I Leads to review visitor use patterns and their effect on park sites and suggest changes in operation or facilities.</p>	
20%	<p>Interpretation and Communication Present formal and informal interpretive experiences using well-established and commonly known interpretive skills, techniques, and tools delivered in-person and virtually. Uses information</p>	

	<p>gained from research materials provided by SPI I Leads to facilitate interpretive experiences that are clearly consistent with the strategic goals and objectives of park interpretation. Organize materials to be presented to fit the purposes of the programs and the type of group for which it is intended. Engage the public through presenting formal structured activities of limited complexity and/or recurring nature, and through informal contacts/conversations with the public. Support opportunities for audiences to understand State significance through messaging provided by SPI I Leads. Connect with various audiences through digital content to introduce, inform, engage, and strengthen relationships between the public and assigned sites. Contribute engaging and quality content that requires minimal research and study. Write basic interpretive and informational content that contribute to site programs and operations with direction and review by SPI I Leads. With training and general supervision can provide traditional canon programs attached to contact stations such as tours, Junior Rangers, Campfire programs, or pre-developed public programs. Develops pop-up and tabling activities that can be independently delivered and can teach through peer-to-peer training. Performs roving and public contacts as well as short talks. Creation of social media content for interpretive social media which includes research of assigned topics, location or generate images, creation of video and audio effects. Deliver education programs, on-site, off-site and virtually, that clearly tie park sites resources to education standard and aligned with the needs of educators and students. Supports education programming as an operational lead. Able to independently administer distance learning programs and support development of content. Will demonstrate programming to peers, volunteers and interns for learning purposes and support shared development practices consistent with PORTS trainings.</p>
20%	<p>Customer Service</p> <p>Demonstrate commitment to providing quality products and services by implementing best practices, processes, and procedures. Works with internal and external customers to assess, address, and resolve recurring visitor concerns in accordance with established procedures. Facilitates a collaborative, proactive, and welcoming work environment. Works collaboratively within a team environment for cross-program coordination, unified messaging, internal communication, and quality control.</p>
10%	<p>Accounting and Inventorying</p> <p>Will assist with the inventorying and creation of purchase lists of general items, supplies, equipment and materials. Will submit IT Help Desk tickets if equipment fails, maintain technology such as tablets, laptops, Smart Devices, touch screens, etc. Collects and input data into CICADA, DPR 449, and surveys, is not responsible for developing practices and works with SPI I Leads to determine specific information and receives guidance on how to input. Supports peer-to-peer training to reinforce shared practices and communicated questions to SPI I Leads. Manages the R2S2 system for sales of tour ticket sales as well as registers and other point of sale needs.</p>
10%	<p>Housekeeping and Safety</p> <p>Supports a culture of excellence in visitor experiences and safety in the workplace by maintaining standard operating procedures and guidelines. Will seek out and value input from others. Supports clean workspaces with regular dusting, wiping down surfaces or other needs, as well as monthly deep cleans and upkeep. Comply with existing safety policies and procedures such as job hazard analyses. Report all accidents/injuries/near-misses within appropriate time frames. Supports a “No Fear” reporting culture and provides feedback on promoting visitor and peer safety.</p>
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	
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