



DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Coastal Field	Senior Park Aide (Seasonal)	549-918-1035-901
DISTRICT/HQ SECTION	WORKING TITLE	CBID
Angeles District	Senior Park Aide, Interpretive Operations	E
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
Los Angeles Sector	Baldwin Hills Scenic Overlook	
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, support traditional interpretive programs such as Junior Rangers and Campfire programs, provide support to field trips and conduct 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 within a team setting to support visitor experiences and interpretive opportunities. The reporting location for this position is Baldwin Hills Scenic Overlook but the incumbent will also be expected to work at other park units within the Los Angeles Sector, such as Pio Pico State Historic Park. Support at other locations throughout the District may be required. The schedule for this position is mandatory Thursdays, Fridays, Saturdays and Sundays from 8:45am - 5:15pm, as well as evenings 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</p> <p>Perform the routine activities at contact stations and information desks as assigned by SPI I Leads. Assist SPI I Leads with implementing day-to-day operations and act 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 inspect the physical and operational condition of contact stations assets. Report 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. Work with volunteers, interns and other seasonal staff and provide guidance and assistance, demonstrating practices in support of peer training. Maintain the centers, conduct light cleaning, report any damages to equipment, coordinate with SPI I Leads on any improvements, supplies or tech needs. May maintain inventories of items. Implement the R2S2 or relevant fee/scheduling systems and peer to peer training of these tools. Track and report on visitor use statistics. Work with SPI I Leads to review visitor use patterns and their effect on park sites and suggest changes in operations or facilities.</p>	

20%	<p>Interpretation and Communication</p> <p>Present formal and informal interpretive experiences using well-established and commonly known interpretive skills, techniques, and tools delivered in-person and virtually. Use information 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, provide traditional canon programs attached to contact stations such as tours, Junior Rangers, Campfire programs, or pre-developed public programs. Develop pop-up and tabling activities that can be independently delivered and can teach through peer-to-peer training. Perform roving and public contacts as well as short talks. Create social media content for interpretive social media which includes research of assigned topics and location, generation of images, as well as 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 align with the needs of educators and students. Support education programming as an operational lead. Possess ability to independently administer distance learning programs and support development of content. 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. Work with internal and external customers to assess, address, and resolve recurring visitor concerns in accordance with established procedures. Facilitate a collaborative, proactive, and welcoming work environment. Work collaboratively within a team environment for cross-program coordination, unified messaging, internal communication, and quality control.</p>
10%	<p>Accounting and Inventorying</p> <p>Assist with the inventorying and creation of purchase lists of general items, supplies, equipment and materials. Submit IT Help Desk tickets if equipment fails and maintain technology such as tablets, laptops, Smart Devices, touch screens, etc. Collect and input data into CICADA, DPR 449, and surveys, is not responsible for developing practices, work with SPI I Leads to determine specific information and receive guidance on how to input. Support peer-to-peer training to reinforce shared practices and communicate questions to SPI I Leads. Manage the R2S2 system for sales of tour tickets, as well as registers and other point of sale needs.</p>
10%	<p>Housekeeping and Safety</p> <p>Support a culture of excellence in visitor experiences and safety in the workplace by maintaining standard operating procedures and guidelines. Seek out and value input from others. Support clean workspaces with regular dusting, wiping down of 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. Support a “No Fear” reporting culture and provide 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