



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

DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Northern	Park Aide (Seasonal)	549-696-0986-901
DISTRICT/HQ SECTION	WORKING TITLE	CBID
Gold Fields	Park Aide	R01
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
Folsom Sector	Folsom Lake State Recreation Area	
STATE HOUSING: (Check one)		IMMEDIATE SUPERVISOR
☐ Housing is required ☐ Housing may be required		State Park Peace Officer Supervisor (Ranger)
☒ Housing is not available		
SENSITIVE POSITION DESIGNATION: (Check if applicable)		
☐ Sensitive Position as designated by the Department per California Code of Regulation (CCR) 599.961		
POSITION DESCRIPTION		
Under the supervision of the State Park Peace Officer Supervisor (Ranger) and with guidance from the Senior Park & Recreation Specialist, the Park Aide will provide customer service to the public, perform revenue collection, and conduct vessel inspections for the Aquatic Invasive Species Prevention Program within Folsom Lake State Recreation Area (FLSRA). All required training related to the entrance station operation and the Aquatic Invasive Species Prevention Program will be provided. The reporting location for this position will be in various locations around FLSRA. The Park Aide is a temporary employee hired to work during the busy months of the year. This position may work up to 189 days within 12 consecutive months.		
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	
25%	VISITOR OPERATIONS Greet incoming visitors and provide excellent customer service. Understand and communicate park rules, regulations, and policies to visitors. Provide information to the public regarding park facilities. Answer visitor questions in person or over the phone. Address minor visitor complaints and report major visitor complaints to the supervisor. Acknowledge visitor recommendations. Ensure park maps and brochures are well stocked in visitor areas and kiosks. Open, operate, and close park facilities in accordance with established procedures. Register campers, assign campsites, monitor occupancy, and conduct campground checks. Sell day-use tickets, annual passes, publications, and other park/program-related items. May drive state owned vehicles to complete tasks. 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. Manage lost and found items. Assist with traffic control and public safety as needed. Contacts a supervisor immediately to correct any problem posing a hazard to visitors or employees. Assist with providing information to the public about available recreational facilities, activities, and programs such as Jr Ranger Programs or campfire programs. Assist with boat parking and day use closures during busy weekends and holidays.	
25%	AQUATIC INVASIVE SPECIES PREVENTION PROGRAM Educate all recreational boaters about the Aquatic Invasive Species Prevention Program. Perform vessel off-water review and apply seals on vessels that do not have a seal in place. Perform seal	

	checks and remove seals on all incoming vessels. Apply seals to all exiting vessels. Enter all vessel seal serial data into a mobile application. Report incoming or departing vessel violations and relay information to appropriate park staff. Responsible for monitoring of equipment and supply inventory.
25%	REVENUE COLLECTION Lead the park entry kiosk operations to register and collect fees for day users, campers, RVs, and/or boats and sell park passes. Ensure the kiosk and/or visitor center is fully stocked with the supplies needed to efficiently process and collect entry payments. Collect parking payment envelopes from self-serve parking areas and report parking violations. Perform cash handling and may perform cash register close-out at end of day. Track and document all fees associated with park entry or campground use. Process refunds, cancellations, late entries, and early or late campsite checkouts. Create visitor statistics, payment accountability, and attendance reports.
20%	HOUSEKEEPING & MAINTENANCE Cleans interior and exterior of buildings. Keep assigned work area clean and orderly. Performs assigned housekeeping activities such as sweeping, mopping, emptying trash cans, cleaning sinks, windows, walls and counters, the basic cleaning of office equipment, and watering flowers, shrubs and grass to ensure that the entry kiosk, bathrooms, visitor centers, and offices are clean and well maintained. Takes inventory of housekeeping supplies. Keep the surrounding areas of the kiosk and visitor center free of clutter and litter. Clean signs as needed. Keep assigned equipment safe, clean, and in good condition. Inspect, clean, wash any equipment provided.
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	
This is a uniformed classification. Works in various kiosks and park units. May be required to work outside in various conditions including hot, dry or inclement weather. Standing for long periods is required.	
TELEWORK DESIGNATION	
This position is designated as: (Check one)	
☐ Telework Eligible – Office Centered ☐ Telework Eligible – Remote Centered ☒ Not Telework Eligible	
SPECIAL REQUIREMENTS:	
Possession of a valid class C driver's license is required. May be required to work weekends and holidays. Assigned days off are normally on weekdays and may vary from month to month. The Park Aide will perform duties dressed in a full State Park Uniform. The uniform will be purchased by the Park Aide and will be clean and unwrinkled at the start of each shift.	

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