



DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Strategic Planning & Recreation Services	Senior Park Aide (Seasonal)	549-336-1035-901
DISTRICT/HQ SECTION	WORKING TITLE	CBID
Revenue Generation & Data Analysis	Senior Park Aide (Seasonal)	E
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
Parks Pass Office & Reservations Unit	715 P Street, Sacramento, CA	
STATE HOUSING	IMMEDIATE SUPERVISOR	
Housing not available	Supervisor I	

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 direction of the Supervisor I, the Senior Park Aide will assist the Department's Park Pass Office and the Reservation Unit by providing visitor services and leading other seasonal staff. This work includes in-person pass sales and pass application review; responding to questions from the public on State Park System rules and regulations over the phone, by email and in-person; maintaining State Park records such as camping inventory, and other related work. Some travel required for outreach events. The reporting location for this position is the Natural Resources Building at 715 P Street, Sacramento, CA 95814 and the Heilbron House, 704 O Street, Sacramento, CA 95814.

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%	<p>CLERICAL OPERATIONS</p> <p>Support the Park Pass Office and Reservations Unit with a wide range of clerical work such as the independent processing of park pass applications and supporting documentation to assist with the evaluation and determination of eligibility for the Department's Discount Pass Program; maintenance of records related to fees, pass benefits, camping amenities, and visitation data; assisting with public outreach related to rulemaking activities and promotional events; and, the assembly of outgoing mail. Assist lead staff with recommendations regarding potential policy or procedure issues to facilitate the overall efficiency and productivity of the work units.</p>
30%	<p>PUBLIC CONTACT</p> <p>Makes appropriate public contacts to applicants when routine questions arise, exhibiting problem solving and reasoning expertise, ensuring a service-oriented environment by effective communication including providing verbal and written instructions by interpreting and adapting guidelines such as policies, laws and rules, summarization of data and information. Responds to minor customer complaints utilizing a calm, courteous, and tactful approach to achieve resolution.</p>
15%	<p>CASH HANDLING AND SALES</p>

	The Senior Park Aide will be responsible for proper cash handling and accountability for pass sales in the unit including credit card acceptance procedures following PCI (Payment Card Industry) compliance rules. Runs reports from data queries of average complexity via referenced databases and other applicable sources; utilizing such to respond to inquiries relating to the Department's Programs for both internal and external customers.	
10%	Provides backup coverage for the Strategic Planning and Recreation Division, including assisting attendance data entry, monitoring fees and revenue, running reports, and providing ongoing project support	
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 Telework Eligible - Remote Centered.		
SPECIAL REQUIREMENTS:		
None.		
<p>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.</p>		
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