



DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Coastal Division	Senior Park Aide (Seasonal)	549-938-1035-901
DISTRICT/HQ SECTION	WORKING TITLE	CBID
San Diego Coast District	Senior Park Aide	E
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
South Sector/Tijuana Estuary Sector	Tijuana River National Estuarine Research Reserve	
STATE HOUSING: (Check one)		IMMEDIATE SUPERVISOR
☐ Housing is required ☐ Housing may be required ☒ Housing is not available		Senior Environmental Scientist (Supervisor)
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 South Sector Manager, the Senior Park Aide for Visitor Center and Gift Shop reports to the Tijuana River National Estuarine Research Reserve (TRNERR) located at 301 Caspian Way, Imperial Beach, CA 91932. Responsibilities include visitor services, gift shop administration, and interpretation and education primarily at the Tijuana River National Estuarine Research Reserve Visitor Center, but also may include some activities at Border Field State Park, and Silver Strand State Beach. The Senior Park Aide for Visitor Center and Gift Shop includes a focus on supporting management and curation of the gift shop at the Tijuana Estuary Visitor Center.		
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%	Visitor Information Services Engage visitors at the Tijuana Estuary Visitor Center and enhance the visitor experience. Provide regional and site orientation, exhibit overview, and relevant interpretation and education. Provide excellent customer service to all guests. Sell merchandise at the gift shop. Open, close, and operate the facility in accordance with set operating hours and procedures. Assist with visitor center housekeeping and exhibit care.	
40%	Gift Shop Administration Assist with management of the park's gift shop. Identify and purchase products for display and sale. Organize and maintain product displays. Manage inventory. Set pricing and assist with budget tracking. Manage point of sale interactions including cash, credit, and virtual application-base transactions. Coordinate with non-profit organization partners as needed.	
10%	South Sector Program Support Assist with formal and informal education programs, such as K-12 school programs, Parks Online Resources for Teachers (PORTS), Junior Rangers, campfire and campground programs, bike tours, kayak tours, educational tabling, and roving interpretation activities. Participate in outreach efforts, special events, and community programs. Model correct interpretive methods and techniques for fellow seasonal staff and volunteers. Assist with volunteer program support. Assist the TRNERR Research and Stewardship programs as needed.	
MARGINAL FUNCTIONS:		

%	TASK/DUTIES	
5%	Website Maintenance, Public Relations, and Social Media Supports development and sharing of educational and interpretive content on park-related websites, social media accounts and newsletter articles.	
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		
Work environment includes an office setting, using computer, telephone, and other business equipment, and includes workdays outdoors in a variety of park environments. May have moderate exposure to water, sun, dirt, dust, wind, fumes, unpleasant odors and/or loud noises. Typical work activities involve frequent and prolonged periods of sitting with periods of activity including standing, squatting, walking, hiking, and loading and unloading supplies. Work involves extended telephone conversations, virtual and in-person meetings and keyboard operation. Must meet many deadlines within short timeframes. Must be flexible in task. Must work well with others. Able to lift 20lbs		
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.		
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