



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

DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Coastal Division	Park Aide (Seasonal)	549-917-0986-901
DISTRICT/HQ SECTION	WORKING TITLE	CBID
Angeles District	Visitor Services Park Aide	E
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
Malibu Sector	Malibu Creek State Park	Vacant
STATE HOUSING: (Check one)		IMMEDIATE SUPERVISOR
☐ Housing is required ☐ Housing may be required ☒ Housing is not available		Supervisor, II
SENSITIVE POSITION DESIGNATION: (Check if applicable)		
☐ Sensitive Position as designated by the Department per California Code of Regulation (CCR) 599.961		
POSITION DESCRIPTION		
The Park Aide reports directly to the assigned work location within the sector and works under the direction of the District Administrative Chief or their designee. The Park Aide will sell park passes and collect fees, assign campsites, answer questions from the public, explain park rules and regulations, maintain and operates light vehicles, and account for supplies and equipment used in the operation and maintenance of Park Operations. The Park Aide will keep facilities, and equipment at State Beaches, Parks, or Historical monuments clean and organized. This position will be assigned to Malibu Creek State Park. The Park Aide will be performing their duties dressed in full State Parks Uniform in accordance with the uniform handbook. The uniform will be purchased by the Park Aide and will be in good condition at the start of each workday. The Park Aide will work in a kiosk and/or designated working area. The main headquarters for this position will be at Malibu Creek State Park. The Park Aide is required to work weekends, holidays, nights, and may be required to work a minimum amount of hours determined by the supervisor. The Park Aide may be required to work 4, 8, 10, or 12 hour shifts or as needed.		
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%	<u>Visitor Services/Customer Service/Revenue Collection:</u> The Park Aide will perform routine public contact work. Which includes but is not limited to, answering questions from the public and staff, explaining rules and regulations, reporting medical emergencies, managing peak use periods without error or delay. The Park aide will provide information to the visiting public about available recreational facilities and activities. All public contacts will be courteous, impartial, and articulate. Provide exceptional customer service to all visitors. Information given to the media will be referred by field staff to their supervisor. Register Park users by applying proper rates to campsites, day use, group camps, bicyclists, hikers, campers, buses, and off season passes. Sells and maintains supply of firewood. Uses proper procedure for registering computerized reservations. Issues refunds and receives cancellations. Monitors camp occupancy and site status. Maintains alphabetical file of registered camper's names. Relays messages to and from visitors needing assistance by radio and telephone. Maintains lost and found services and implements park emergency procedures when necessary. Accounts for monetary transactions by properly handling money and giving correct change. Prepares accountability worksheet for each shift worked. Keeps records of daily activities by entering visitor statistics on attendance records. Maintains accurate, up-to-date radio log by	

	noting shortages. Orders kiosk supplies and records hours worked daily. Adheres to DPR regulations on proper uniform, grooming, and personal appearance. May take direction from Law Enforcement personnel or Admin Chief's Designee.
35%	<u>Housekeeping/Maintenance:</u> Maintains cleanliness and order of entrance stations. Keeps counters dusted and uncluttered. Sweeps floors and empties trash. Washes windows and keeps outside area litter-free. Cleans restrooms and waters plantings adjacent to kiosk as required. Performs routine daily and weekly safety checks on all facilities used in carrying out duties. Performs light maintenance of visitor service facilities.
15%	<u>Information and interpretation:</u> Answers questions from park visitors or the public. Provides information regarding natural and cultural resources of area, interpretive activities schedule, park rules and regulations, as well as Fish and Game regulations. Reports complaints and suspicious activities to District Administrative Chief and Duty Ranger.
5%	<u>Administration:</u> The Park Aide is responsible for completing and submitting a report of hours worked during scheduled periods. The Park Aide will review time report for accuracy and legibility and sign timesheets due by the first of the month. The Park Aide is responsible for printing, filling out, and filing forms related to kiosk operations.
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	
Work environment is an office/contact station/kiosk setting, using computers, telephone and other business equipment. Typical work activities involve frequent and prolonged periods of sitting. Typical work involves extended telephone conversations and keyboard operation. Must meet many deadlines within short time frames. Hand dexterity to use telephone, keyboard and calculators are common requirements. Move about, stand, reach, stoop or bend. Use fine motor skills for computer or office machine use. Lift supply boxes minimum weight of 10 pounds to maximum weight of 25 pounds. Requires reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movements in the performance of daily duties. May involve some exposure to aggressive visitors. Will work outdoors in unpredictable weather ranging from extreme heat to extreme cold. May come in contact with wild animals. This is a uniformed position; uniform standards must be met. Must be willing to work weekends, nights, and holidays as necessary.	
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. This is a uniformed position required to wear approved DPR uniform and adhere to uniform policies.	

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