



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

DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Coastal Field Division	Senior Park Aide (Seasonal)	549-742-1035-901
DISTRICT/HQ SECTION	WORKING TITLE	CBID
San Luis Obispo Coast District	Senior Park Aide (Seasonal)	E
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
Museum Sector/Ticket Office	Hearst Castle Ticket Office	
STATE HOUSING		IMMEDIATE SUPERVISOR
State Housing is not available		Administrative Officer
SENSITIVE POSITION DESIGNATION (Check if applicable)		
☐ Sensitive Position as designated by the Department per California Code of Regulation (CCR) 599.961		
POSITION DESCRIPTION		
POSITION DESCRIPTION: Under the supervision of the Administrative Officer I & II, and general direction of the Staff Services Manager II, the incumbent assists in the needs of ticket office duties in Museum Sector tour program. Reporting location is the Ticket Office at the Visitor Center of Hearst Castle®. General duties of the position are high public contact in an environment with critical time sensitive deadlines. Accuracy and speed are important, but secondary to tact and patience in resolving visitor and ticket problems. Duties include but are not limited to the following:		
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	
50%	Public Contact Meet and greet the general public while maintaining a positive customer service approach. Provide detailed information, as needed, on the tours available for visitors. Disseminate information about the rules and regulations to park visitors in person or by written information. Make ticket exchanges for visitors as needed. Successfully handle reservation issues. Scan Wristlets & load the tour buses at bus boarding areas within the timeframes established. Report reservation /computer problems to Supervisor / Lead Effectively communicate with other park personnel. Give directional information within facility and general/specific information about the local area, including tourist facilities, camping and directions to other areas. Assist in training other seasonal employees as needed. Create and maintain a positive working environment. Assist with telephone sales of tickets (known as Window 9 assignment). Maintain Information folders located at each window location. Provide updated operational information and/or changes to Park Aides.	
30%	Basic Accounting/Math Skills	

	Handle and accurately account for cash and credit card sales of tickets on daily basis. Balance cash handling accurately on daily basis. Sell tickets confirming a time, date and tour for each visitor. Make correct change for customers. Prepare accurate records of daily transaction activities. Communicating with direct supervisor on a daily basis or as needed. When necessary, prepare concise and clear explanation for overages/shortages in cash collections by memo form	
10%	Computer Operations Become proficient in the operation and basic maintenance of one or more reservation system PCs (i.e., ReserveCalifornia, R2S2), which includes daily downloads and printouts. Refund fees and telephone communications with reservation contractor to resolve reservation difficulties.	
5%	General Housekeeping Maintain a clean work environment. Maintain supplies for Ticket Office operation. Post updated bulletins.	
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 involves moderate exposure to a large variety of visitors. Work involves some outdoor time, in weather conditions. Typical work activities involve frequent and prolonged periods of standing, walking and sitting.		
TELEWORK DESIGNATION:		
This position is designated as NOT Telework Eligible.		
SPECIAL REQUIREMENTS:		
Must wear prescribed uniform and adhere to DPR grooming standards. Must be willing to work weekends, holidays and evenings.		
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