



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

DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Central Division	Office Assistant (General)	549-672-1441-001
DISTRICT/HQ SECTION	WORKING TITLE	CBID
Capital District	Office Assistant	R04
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
Interpretation & Education	California Indian Heritage Center	
STATE HOUSING: (Check one)		IMMEDIATE SUPERVISOR
☐ Housing is required ☐ Housing may be required ☒ Housing is not available		State Park Interpreter III
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 general supervision of the State Park Interpreter III, the Office Assistant (General) provides administrative and visitor services support for the California Indian Heritage Center (CIHC). The primary reporting location is CIHC at Marina Way in West Sacramento, with occasional reporting to Capital District offices in Old Sacramento. Responsibilities include general office support, cashiering, supply management, reception, and assisting with special event preparation.		
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>ADMINISTRATION</u> Assists the Interpreter III and Interpreter I with the administration of visitor services and special events. May perform cashiering and daily accounting, using clear written and verbal communication with staff and visitors, maintaining files, answering phone and email correspondence, coordinating audio visual needs, and monitoring and maintaining kiosk and special event supplies. Provides administrative support to CIHC and District operations. Receives, screens, and directs telephone calls in a courteous and professional manner. Independently responds to inquiries or directs callers to appropriate staff. Communicates clearly in writing and verbally with schools, teachers, docents, staff, and visitors. Maintains financial reports, attendance figures, and filing systems. Orders and purchases office, kiosk, and event supplies through established procurement procedures. Maintains an inventory of supplies, forms, and printed materials. Processes lost and found items.	
30%	<u>VISITOR SERVICE AND REVENUE COLLECTION</u> Provides excellent visitor service at CIHC. Performs opening and closing procedures and assists at entrance stations or counters. Collects fees and answers visitor questions about CIHC, State Parks, and the surrounding area. Reports visitor or facility issues promptly to Public Safety and Facilities. Maintains a professional appearance and attitude. Accurately accounts for daily revenues, balances change funds, and compiles daily attendance figures. Operates a cash register and adheres to all State Park cash-handling policies.	
15%	<u>COMMUNITY RELATIONS AND INTERPRETATION</u> Builds and maintains working relationships with nonprofit partners, Native American community organizations, local government, and other museums or agencies. Maintains contact lists for events, programming, and community outreach. Assists the Interpreter I, partners, and	

	contractors with distributing media materials. Collaborates with Capital District, the Interpreter I, and cooperative association staff to update the CIHC webpage.	
10%	<u>SPECIAL EVENTS</u> Supports District staff in organizing special events at CIHC. Maintains event calendars and assists with tracking event plans, contracts, and logistics. Communicates with Tribal groups and community organizations participating in events. Provides reception support, greeting and directing visitors and event participants.	
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		
The California Indian Heritage Center includes outdoor kiosk operations and indoor office settings. The employee will work in a variety of weather conditions, including heat, rain, dust, and cold. Duties may involve standing or sitting for extended periods, bending, lifting, walking on uneven surfaces, and traveling short distances between facilities. The position may assist with visitor parking and crowd flow during busy days or special events. Occasional weekend or holiday work may be required depending on operational needs.		
TELEWORK DESIGNATION		
This position is designated as: (Check one)		
☐ Telework Eligible – Office Centered ☐ Telework Eligible – Remote Centered ☒ Not Telework Eligible		
SPECIAL REQUIREMENTS:		
Occasional travel may be required. Possession of a valid driver's license is required when operating a state-owned or leased vehicle.		
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