



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

DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)		
Northern Field Division	Park Aide (Seasonal)	549-250-0986-901		
DISTRICT/HQ SECTION	WORKING TITLE	CBID		
Diablo Range District	Park Aide	E		
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT		
Hollister Hill Sector	Hollister Hills State Vehicular Recreation Area			
STATE HOUSING	IMMEDIATE SUPERVISOR			
Housing not available	State Park Peace Officer			
SENSITIVE POSITION DESIGNATION (Check if applicable)				
☐ Sensitive Position as designated by the Department per California Code of Regulation (CCR) 599.961				
POSITION DESCRIPTION				
The visitor service Park Aide is supervised by the Supervising State Park Peace Officer and takes daily direction from the State Park Peace Officer (Ranger) assigned as the Park Aide's Leadsperson. In the event that the Lead Ranger is not working, the Park Aide will report to a Ranger on duty. The reporting location is Hollister Hills Sector Office located at 7800 Cienega Road, Hollister, CA 95023. The Park Aide is expected to work on weekends, holidays and evenings if necessary. Assigned days off are normally on weekdays and may vary from month to month. The Park Aide will perform the duties dressed in full State Park uniform.				
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			
25%	CUSTOMER SERVICE This position's main responsibility is to operate the entrance station. Provide information in an expedient, professional and competent manner about recreational opportunities, calendar of events, park conditions, closures, and general area information. Be familiar with off-road recreation providers and the Off-Highway Vehicle (OHV) program. Make sure that visitors understand the trails and are aware of rules and regulations pertaining to OHV. Provide information regarding the Red Sticker season as well as the Nonresident program. Greet visitors, collect use-fees, assist with recoveries, and aide in medicals solely under the direction of a Ranger. Sound testing of off-highway vehicles.			
25%	KIOSK OPERATIONS The Park Aide is responsible for selling tickets, annual passes, and maps and collects fees, following proper accounting and department procedures. The Park Aide will prepare daily collection reports (DPR form 156), visitor attendance statistics, and bank deposits. Responsible for the accurate operations of the cash register, credit card machine, and accountability of collections. The Park Aide will be responsible to monitor levels of day use tickets, annual passes, maps, and miscellaneous supplies in stock. Completion of all required documents will be done in an accurate and legible manner.			
20%	EQUIPMENT AND SPECIAL PROJECTS Maintain and clean all vehicles on a weekly basis, including, but not limited to trucks, ranger vehicles, ATVs, bikes, ROVs, 6x6, trailers, etc. Assist with bike/ATV recoveries, when necessary.			

	Receive training on operating park vehicles, bikes, ROV, 6x6, ATV, trailer and rescue trailer. Receive sound test training. Assist other disciplines with duties, when necessary.	
15%	ADMINISTRATION Ensure that all records pertaining to revenue collection and accountable documents are maintained in a timely manner and in accordance with the district's policy. Mail and fax information when requested. Provide all telephone and receptionist duties in support of the Sector office.	
10%	HOUSEKEEPING Ensure that the appearance of the kiosk and Sector office reflects a professional and organized operation. Buildings and vehicles shall be maintained in a clean manner. Assist other disciplines with duties, when necessary.	
5%	EDUCATION/INTERPRETATION Ensure that all records pertaining to revenue collection and accountable documents are maintained in a timely manner and in accordance with the district's policy. Mail and fax information when requested. Provide all telephone and receptionist duties in support of the Sector office.	
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 outdoors in various types of weather; work in unpleasant conditions (e.g., Rainy/hot weather)		
Works near fast moving machinery, off highway vehicles, or traffic		
TELEWORK DESIGNATION:		
This position is designated as NOT Telework Eligible.		
SPECIAL REQUIREMENTS:		
Example: 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