



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

DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)		
Coastal Fields Division	Senior Park Aide (Seasonal)	549-741-1035-901		
DISTRICT/HQ SECTION	WORKING TITLE	CBID		
San Luis Obispo Coast District	Senior Park Aide	E		
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT		
Coastal/Admin Services	Morro Bay State Park			
STATE HOUSING	IMMEDIATE SUPERVISOR			
Housing not available	Supervising 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				
Under the supervision of the Supervising State Park Peace Officer (Ranger) and the general direction of the Coastal Sector Rangers, the incumbent is responsible for the operational needs of the kiosks and assisting with the visitor services duties in the Coastal Sector's South visitor services program. The incumbent will perform routine public contacts, occasional cleanup work in a State Park facility, perform responsible public contact work, provide visitor services, and do other related work. Reporting location is the Morro Bay State Park Campground. Other work locations include Montaña de Oro State Park and Morro Strand State Beach.				
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 public while maintaining a positive customer service approach. Register campers, using the approved and authorized systems and methods, following standards, policies and practices set by the Department and District. Disseminate information about the rules and regulations to park visitors in person or by telephone. Conduct campground checks by use of motor vehicle. Successfully handling reservation issues. Successfully handling routine questions from the public and minor visitor complaints. Assist in conducting Junior Ranger Program. Effectively communicate with other park personnel. Train and lead seasonal Park Aides in kiosk operations. Inspect the work of Park Aides for quality control and conformance to established standards. Create and maintain a positive working environment. Communicate with camp hosts at all campgrounds on a regular basis.			
30%	BASIC ACCOUNTING/MATH Manage the operating funds of one or more campgrounds in the sector, including accurate accounting of change funds and daily receipts. Give correct change to customers. Prepare accurate records of daily transaction activities. Maintain various accountable documents. Operate an electronic cash register.			
10%	ADMINISTRATIVE DUTIES Become proficient in the operation and basic maintenance of one or more reservation system PCs (i.e., R2S2, Reserve California), which includes daily downloads and printouts of campsite availability. Refund entry fees and telephone communications with reservation contractor to resolve reservation difficulties. Monitor and keep supplies of forms and office supplies on hand. Make copies of forms as needed.			

MARGINAL FUNCTIONS:		
%	TASK/DUTIES	
5%	GENERAL HOUSEKEEPING Maintain a clean work environment with regular sweeping and light cleaning. Post updated bulletins. Raise and lower flags as appropriate.	
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 majority of the working shift is spent inside a kiosk. Sitting, standing, and possibly walking the line of cars outside the kiosk.		
TELEWORK DESIGNATION:		
This position is designated as NOT Telework Eligible.		
SPECIAL REQUIREMENTS:		
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