



DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Coastal Fields	Park Aide (Seasonal)	549-741-0986-901
DISTRICT/HQ SECTION	WORKING TITLE	CBID
San Luis Obispo Coast	Park Aide	E
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
North Coastal Sector	San Simeon State Park Campground	
STATE HOUSING: (Check one)		IMMEDIATE SUPERVISOR
☐ Housing is required ☐ Housing may be required		State Park Peace Officer (Ranger)
☒ Housing is not available		
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 San Simeon Campground kiosk. To perform responsible public contact work and provide visitor services and do other related work. Reporting location is primarily at the San Simeon State Park Campground. Additional duties assigned 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	
50%	PUBLIC CONTACT Meet and greet the general 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. Operate motor vehicles to conduct campground checks. Successfully handle reservation issues. Successfully handle routine questions from the public and minor visitor complaints. Assist in conducting Junior Ranger Program. Effectively communicate with other park personnel. Creating and maintaining a positive working environment. Communicating with direct supervisor on a daily basis or as needed. Communicating with camp hosts at all campgrounds on regular basis.	
25%	BASIC ACCOUNTING/ MATH Manage the operating funds of one or more campgrounds in the sector, including accurate accounting of change funds and daily receipts. Make correct changes for customers Prepare accurate records of daily transaction activities. Maintain various accountable documents. Operate an electronic cash register.	
10%	ADMINISTRATIVE Become proficient in the operation and basic maintenance of one or more reservation system PCs (i.e., R2S2, Reserve California), which include 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. Copy forms as needed. Provide breaks to kiosk staff as needed.	

10%	GENERAL HOUSEKEEPING Maintain a clean work environment with regular sweeping and light cleaning. Post updated bulletins. Raise and lower flags as appropriate	
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 majority of the working shift is spent outside or in the kiosk in any type of weather.		
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.		
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