



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

DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Coastal Field	Senior Park Aide (Seasonal)	549-917-1035-901
DISTRICT/HQ SECTION	WORKING TITLE	CBID
Angeles District	Visitor Services Senior Park Aide	E
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
Malibu Sector	Malibu Creek State Park	
STATE HOUSING: (Check one)		IMMEDIATE SUPERVISOR
☐ Housing is required ☐ Housing may be required ☒ Housing is not available		Supervisor II
SENSITIVE POSITION DESIGNATION: (Check if applicable)		
☐ Sensitive Position as designated by the Department per California Code of Regulation (CCR) 599.961		
POSITION DESCRIPTION		
The Senior Park Aide assigned to Malibu sector works under the supervision of the District Administrative Chief and may take direction from the Admin Chief's designee. The Malibu Sector includes Malibu Creek State Park, Malibu Lagoon, Malibu Pier, Adamson House, Point Mugu, Thornhill Broome, Sycamore Canyon, Leo Carrillo, and Robert H Meyer Memorial SB. The reporting location is Malibu Creek State Park but may be required to work at other locations in the Angeles District as assigned and based on operational need. This is a districtwide position that is assigned to the Malibu Sector but may work in other units as needed. Primary responsibilities of this position include kiosk office/administrative duties, accounting, administration, leading kiosk staff, inventory tracking, photocopies, public information, collection and processing of park fees, Report of Collections preparations, attendance, Reserve California paperwork, camper registration, and customer service.		
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	
35%	<u>PARK/KIOSK OPERATIONS</u> The Senior Park Aide (SPA) will lead Park Aides, collect fees, operate, and transfer stations, cover shifts in the case of sick calls, conduct campground checks, stock needed kiosk supplies, resolve minor issues from visitors and refer formal complaints to a supervisor or duty ranger. The SPA shall have proficiency in the R2S2 system and understand how to utilize the computer to print reservations, and document all policies set forth within the cash handling manual. The SPA will ensure park attendance reports are completed daily in a complete and accurate manner. Each morning, they will sign out the DTI device and printer for parking enforcement operations along with the pool phone for scanning vehicle license plates through LAZ. They will check the iPhone's messages for any notifications of an incoming camper's late arrival and take the appropriate actions. Responsible for the registration of campers and day users, answering visitor questions, using Reserve California computerized data base, R2S2, and any other required database. Issues refunds and receives cancellations, being aware of campsite occupants and site status.	
30%	<u>REVENUE COLLECTION and ACCOUNTING</u> Accurately maintain daily admission fee sales and change funds. Accurately account for daily revenues collected and compile daily attendance figures. Be proficient in the operation of a cash	

	register and personal computer. Be proficient in all State Park cash handling procedures and policies. 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. Lead and train Park Aides in accounting procedures. Responsible for ensuring Park Aides DPR 156, Fee Accountability worksheets, are accurate and complete ensuring that revenue collected is properly accounted for and documented.
25%	<u>ADMINISTRATION/LEAD/ROVING</u> The SPA trains, evaluates, and coaches seasonal Park Aides and documents their performance via a performance report. The SPA collects timesheets, checks for accuracy and completeness, records hours and submits to the lead/supervisor. The SPA shall complete a daily patrol log. The SPA develops highly motivated Park Aides, maintaining a work environment that is free from sexual harassment, hostility, discrimination, or negativity. The SPA develops leadership qualities to provide and maintain a safe and high-quality recreational opportunity for the park visitor and maintain a positive working relationship with all technical services, and administrative staff. The SPA is assigned to "Roving" duties to assist with campground operations, revenue collection, and code enforcement. The SPA shall assume the role of the "lead person" inside the kiosk and campground operations. The SPA will always maintain a professional demeanor as an example for the Park Aides to follow. The SPA shall gather and communicate day-to-day information or things that happened in the park that the next Rover on duty will need to know, as well as changes made to reservations. The SPA shall communicate through State Parks emails. All SPAs shall check State Park emails every time they are on shift, looking for any pertinent information such as new changes, updates, events coming up, etc.
5%	<u>GENERAL HOUSEKEEPING</u> Maintain a clean work environment with regular sweeping and light cleaning. Post updated bulletins. Raise and lower flags as appropriate. Ensure Park Aides are maintaining cleaning log schedule. Actively participate in daily housekeeping program. Be familiar with the locations of all safety and first aid equipment. Report all housekeeping and safety concerns to appropriate staff members
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 environment is an office/contact station setting, using computers, telephone and other business equipment. Typical work activities involve frequent and prolonged periods of sitting. Typical work involves extended telephone conversations and keyboard operation. Must meet many deadlines within short time frames. Hand dexterity to use telephone, keyboard and calculators are common requirements. Move about, stand, reach, stoop or bend. Use fine motor skills for computer or office machine use. Occasionally lifts supply boxes minimum weight of 10 pounds to maximum weight of 50 pounds. Use of hand cart to move supplies over 10 pounds of weight. Requires reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movements in the performance of daily duties. May involve some exposure to aggressive visitors. Will work outdoors in unpredictable weather ranging from extreme heat to extreme cold. May come in contact with wild animals. This is a uniformed position; uniform standards must be met. Must be willing to work weekends, nights, and holidays as necessary.	
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