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

DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Southern Division	Senior Park Aide (Seasonal)	549-928-1035-901
DISTRICT/HQ SECTION	**WORKING TITLE**	**CBID**
Orange Coast District	Senior Park Aide	E
SECTOR/HQ UNIT	**REPORTING LOCATION**	**INCUMBENT**
North Sector	Crystal Cove State Park	
STATE HOUSING		**IMMEDIATE SUPERVISOR**
Housing not available		State Parks Peace Officer (Ranger)

SENSITIVE POSITION DESIGNATION (Check if applicable)

☐ Sensitive Position as designated by the Department per California Code of Regulation (CCR) 599.961

POSITION DESCRIPTION

The code enforcement park aide (CEPA) / Senior Park Aide (SPA) is a uniformed position who will work under the supervision and direction of the State Park Peace Officer – Supervisor and/or State Park Peace officer, to assist in the operation of the Yodel payment program and code enforcement Parking violations within the day lots and campgrounds at the Orange Coast North sector.

The CEPA / SPA candidates are hand selected from the Senior Park Aide positions currently working within the sector. These individuals will be trained in the policies and procedures pertaining to Yodel and kiosk operations, collection of Revenue, customer service, and parking code enforcement. The position comes with lofty responsibilities including properly securing collected Revenue, oversight of legal documents, training, issuing absentee citations, and having contact with the public daily.

Position requires working weekends, holidays, evenings, mornings, and varied shifts with varied days off. Hours accepted to work on are, on average, between 25 to 30 hours a week. Reporting location will be the Orange Coast District, Crystal Cove Ranger office located at 8471 N. Coast Highway, Laguna Beach, CA 92651.

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
30%	**PARKING OPERATIONS** The CEPA / SPA Will 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 CEPA/ 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 CEPA / SPA will facilitate the shower program and 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 iPhone for scanning vehicle license plates through Yodel. They will check the iPhone's message for any notifications of an incoming camper's late arrival and take the appropriate actions.
25%	**FACILITY / EQUIPMENT MAINTENANCE** The CEPA / SPA shall maintain the shower token machines, and office/entrance equipment as well as completing day-to-day routine maintenance of the patrol vehicle which includes a monthly vehicle inspection and vehicle repair requests.

	The CEPA / SPA shall report cart maintenance issues/problems to maintenance via a maintenance repair request that shall be forwarded to the appropriate supervisor in a timely manner. The CEPA / SPA shall promote employees' safety by adhering to established workplace safety protocols and policies and shall identify and correct unsafe situations and inform the supervisor, Duty Ranger, or lead person responsible for the hazard. The CEPA / SPA is responsible for communicating potential employee hazards in the workplace to team members in management.
20%	**ADMINISTRATION / LEAD PERSON** The CEPA/ SPA assists with recruiting, interviewing, and hiring new park aides. conducts initial orientation and ongoing training of new hires. The CEPA/ SPA trains, evaluates, and coaches seasonal Park Aids and documents their performance via a performance report. The CEPA/ SPA collects timesheets, checks for accuracy and completeness, records hours and submits to the lead/supervisor. The CEPA / SPA shall complete a daily patrol log, which is turned in every day. The CEPA/ SPA will report ongoing problems to a supervisor or duty ranger in a timely manner. **The CEPA / SPA develop highly motivated Park Aides, maintaining a work environment that is free from sexual harassment, hostility, discrimination, or negativity.** All witnessed or reported violations of the sexual harassment or workplace violence policies will be reported to a supervisor immediately. The CEPA/ 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, Aquatic, and administrative staff.
10%	**PUBLIC RELATIONS & INTERPRETATION** The CEPA/ SPA will communicate with the public in a professional manner to gain voluntary compliance and educate visitors regarding rules and regulations of the park units. The CEPA/ SPA should utilize good verbal and written skills to provide outstanding visitor information. The CEPA/ SPA will consistently work to ensure the Park Visitor has an outstanding recreational experience and realizes the value of California state parks. The CEPA / SPA can assist with interpretive activities such as campfire programs, Earth Day events, Surf Camp, Junior Guard, and Junior Rangers as directed.
10%	**CEPA/SPA ROVING GUIDELINES** The CEPA/ SPA is assigned to "Roving" duties to assist with Campground Operations, Revenue Collection, and Code Enforcement. Listed below are the guidelines that the visitor services CEPA / SPA will follow when operating in a "rover" capacity. The CEPA / SPA shall assume the role of the "lead person" inside the kiosk and campground operations. The CEPA/ SPA shall train, coach, and evaluate the performance of each park aide. Performance reports should be used frequently to document the poor, good, or outstanding performance of each Park Aide. The CEPA/ SPA will always maintain a professional demeanor as an example for the park aides to follow. The CEPA / SPA shall not engage in discussions that are inappropriate and will report any sexual harassment and or/workplace violence issues to the duty supervisor immediately. The CEPA / 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 CEPA/ SPA shall communicate through Humanity messaging or through State Parks emails. All CEPA / SPAs shall check humanity and State Park emails every time they are on shift, looking for any pertinent information such as new changes, updates, events coming up, etc.

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

Occasional computer use in an office setting interspersed with long periods of walking and standing. May work in an indoor or outdoor setting and encounter various types of temperature and weather situations including rain, wind, heat and cold.

TELEWORK DESIGNATION:

This position is designated as 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