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

DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Coastal Division	Park Aide (Seasonal)	549-937-0986-901
DISTRICT/HQ SECTION	**WORKING TITLE**	**CBID**
San Diego Coast District	Visitor Services Park Aide	E
SECTOR/HQ UNIT	**REPORTING LOCATION**	**INCUMBENT**
North Sector	South Carlsbad State Beach Campground	
STATE HOUSING: (Check one)		**IMMEDIATE SUPERVISOR**
☐ Housing is required ☐ Housing may be required ☒ Housing is not available		State Park Peace Officer Supervisor

SENSITIVE POSITION DESIGNATION: (Check if applicable)

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

POSITION DESCRIPTION

The reporting location for this position is the South Carlsbad State Beach Campground and may be assigned to work at San Elijo State Beach Campground based on shift assignment and operational need.

The Visitor Services Park Aide, works under the direction of the leads in the classifications of Senior Park Aide(Seasonal), Office Technician, and State Park Peace Officer. The Visitor Services Park Aide Program is supervised by a State Park Peace Officer Supervisor.

The Visitor Services Park Aide provides vital customer service to park visitors at both the San Elijo and South Carlsbad State Beach Campgrounds. The Park Aide (Seasonal) may be assigned to the North Sector Office on a temporary basis 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
40%	**KIOSK OPERATION** Compute and collect fees, cash handling, reservation check-in, answer visitor questions, give directions, explain park rules, regulations, procedures and policies and assist with public information.
25%	**ADMINISTRATION** Participate in assigned projects. account for funds, report or relay of violations, emergencies and operate the reservation system and equipment. Perform routine tasks related to kiosk and office upkeep.
20%	**HOUSEKEEPING** Assist with housekeeping tasks; keeps work area clean and orderly. Reports maintenance issues to maintenance staff. Performs other job-related duties as necessary for operational continuity.
10%	**INTERPRETATION** Assists in maintaining bulletin boards, and interpretive brochure boxes. Assists with interpretive activities including, but limited to Junior Ranger Programs and Marine Protected Area Programs.

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 Visitor Services Park Aide (Seasonal) position requires incumbents to work predominantly in the campground setting, both indoor and outdoor for the majority of their shift. Incumbents are required to wear a uniform, designating them as department employees. Working holidays, evening hours and weekends may be required for operational need. This position is the front line for visitor interaction between park visitors and department staff.

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.
Must be able to read and write, wear a prescribed uniform, maintain appropriate grooming standards, demonstrate the ability to follow directions and work alone, learn work procedures and park rules and regulations, demonstrate training objectives, perform manual tasks, walk on rough and uneven terrain, and meet the public politely and successfully. Due to heavy visitor attendance and revenue collection, the Park Aide is required to work on weekends, holidays, and evenings and may be required to remain after their shift during emergency situations. During peak season, this position may be required to work longer than 8 hours per day when requested by a supervisor or their designee.

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