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	Senior Park Aide (Seasonal)	E
SECTOR/HQ UNIT	**REPORTING LOCATION**	**INCUMBENT**
Admin Services	San Simeon Campground	
STATE HOUSING		**IMMEDIATE SUPERVISOR**
State Housing is not available		State Park Peace Officer Supervisor (Ranger)

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, including leading lower-level seasonal employees to perform routine public contacts and occasional cleanup work in a State Park facility. 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. Duties include but are not limited to the following:

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. Operate motor vehicles to conduct campground checks. Successfully handle reservation issues. Successfully handle routine questions from the public and minor visitor complaints. May give instruction in the safe and proper use of housekeeping supplies. Assist in conducting Junior Ranger Program. Effectively communicate with other park personnel. Providing adequate training and staff development for employees. Ensure training needs are met within a reasonable time frame. Creating and maintaining a positive working environment. Communicating with direct supervisor daily 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 change for 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 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 for 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

Most of the working shift is spent outside or in the kiosk in any type of weather.

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