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

DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Northern	Senior Park Aide (Seasonal)	549-260-1035-901
DISTRICT/HQ SECTION	**WORKING TITLE**	**CBID**
Gold Fields	Senior Park Aide	E
SECTOR/HQ UNIT	**REPORTING LOCATION**	**INCUMBENT**
Prairie City Sector	Prairie City State Vehicle Recreation Area (SVRA)	
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 Visitor Services Senior Park Aide (Seasonal) position at Prairie City SVRA shall be primarily assigned to the Prairie City entrance station. The Senior Park Aide will assist with the oversight of the Visitor Service Program under the leadership of a unit State Park Ranger and/or Supervising State Park Ranger. The Senior Park Aide shall be required to wear the Department approved uniform as specified in DOM section 2300 and the Seasonal Uniform Handbook. This position is anticipated to work ten (10) to forty (40) hours per week, which will include most weekends and holidays.

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%	**CUSTOMER SERVICE** Provide routine public contact services, including answering questions from the public, explaining rules and regulations, answering telephones, managing peak use periods efficiently and accurately, and referring problems and special requests to the Duty Ranger. Provide information to the visiting public regarding available recreational facilities, activities, and programs. Maintain courteous, impartial, and professional interactions with all members of the public.
30%	**REVENUE COLLECTION, SALES, AND ADMINISTRATION** Sell tickets and annual passes; compute and collect fees; and follow established accounting and cash-handling procedures. Prepare daily collection reports (DPR Form 156), visitor attendance statistics, bank deposits, electronic Report of Collections (eROCs), project request forms, reports, timesheets, and other required operational paperwork. Process monthly check payments as necessary and perform bank deposits and related errands. Review and sign time reports for accuracy and ensure timesheets are submitted by the first day of each month following the month worked. Maintain forms, statistics, and records related to kiosk operations. Monitor inventory levels of annual passes, non-resident passes, maps, and miscellaneous supplies, and order items timely to minimize disruptions to daily operations.
20%	**LEADERSHIP** Lead and support Park Aides by training them in kiosk operations, fee collection, and visitor services. May assist Park Aides with timesheet completion. Relieve Park Aides for breaks and lunches. Ensure that the Daily Checklist has been completed to standard before end of shift.

	Educate Park Aides on park rules, regulations, and policies as well as customer service to ensure welcoming, consistent, and professional public contact work is performed throughout the park. May be asked to complete additional forms such as vehicle inspections, mileage logs, etc.
15%	**PUBLIC SAFETY ASSISTANCE/ PROJECTS/ SPECIAL EVENTS** Assist park Rangers during emergency responses to park: lead medics and fire responders to park locations, transport responders/gear as needed with off highway vehicles (OHV) capable vehicles if a Ranger is not available, communicate via public safety radio. Assist Rangers with transportation of disabled visitor vehicles: loading, driving (if certified for OHV) or providing courtesy transport to visitors. Assist with various Ranger functional assignment projects as directed. Assist with special events: communication with Permitee, outreach, interpretation and/or setup.

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 outdoors in various types of weather; work in unpleasant conditions (e.g., bad weather, wind & sun)
Stand for long periods of time (up to 2 hours) to perform the duties associated with the job

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**