



DECEMBER/JANUARY 202418

FLSA: NON-EXEMPT
BARGAINING UNIT: EH
JCN: 6220

PARK OPERATIONS ASSISTANT

DEFINITION

Under general supervision, provides visitor services and information; performs both routine and skilled work in the operation, care, and maintenance of County parks facilities and grounds; and performs related duties as assigned

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision or direction from assigned supervisor. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the qualified journey-level classification. Incumbents are capable of independently performing a full range of public contact services, and a variety of duties in the care and maintenance of park facilities, and the operation of various types of equipment related to the work.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Assists and provides information to park visitors by maintaining timely posting of bulletins and information materials regarding use of park.
- Collects admittance fees, sells and issues passes, coordinates group use permits, reconciles receipts and provides receipts, and reports to administration as directed.
- Advises users of County Parks and Recreation codes and regulations.
- Checks vehicles for display of fee receipts.
- Summons proper law enforcement agency if and when needed to enforce codes and regulations.
- Responds to emergency situations; notifies appropriate medical, law enforcement, and/or fire response organizations.
- Monitors park facilities including buildings, play equipment, and pathways; inspects grounds and facilities for hazardous conditions and corrects or barricades the hazards; reports the need for repair to administration.
- Uses a variety of hand tools such as hammers, saws, wrenches, pliers, screwdrivers, and other tools.
- Operates and performs minor maintenance to equipment and tools used in the course of the work; reports the need for major repair and/or maintenance.
- Prepares and maintains logs and reports of work performed and materials and equipment used.
- Removes litter, empties trash cans, and maintains park in a clean and orderly condition.
- Cleans and maintains restroom facilities and/or ensures contract providers are cleaning and maintaining portable toilets.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Appropriate procedures to notify emergency agencies when needed.
- Basic principles, methods, and practices of handling cash, reconciling receipts, and reporting.
- Basic mathematics.
- Basic personal computer equipment and programs, including word processing software.

- Basic maintenance of equipment and tools used in the course of the work.
- Safety practices and procedures relating to the work, equipment, and tools utilized in the course of the work.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform accurate arithmetic calculations.
- Use a cash register and handle cash transactions.
- Prepare and maintain brief logs and reports of the work performed and materials used.
- Organize and maintain accurate records and files.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Establish and maintain cooperative and effective relationships with those contacted in the course of the work.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Education and Experience:

~~Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.~~

Equivalent to graduation from high school; or current enrollment in a high school diploma or equivalent program-

OR

Six (6) months of experience in customer-facing roles, such as customer service, retail, hospitality, tourism, recreation, or park operations, or experience through volunteer work in community, state, or national service programs.~~assisting the public or working in a park is desirable.~~

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and to operate a motor vehicle and visit various County sites; vision to read printed materials. Primary functions require sufficient physical ability to work in an outdoor setting; vision in the normal visual range with or without correction sufficient to read printed documents and to operate equipment; and hearing and speech to communicate in person and over

the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a cash register. Positions in this classification bend, stoop, kneel, reach, and climb to perform work. Occasional sitting, reaching and bending; lifting, carrying, pushing and pulling of objects weighing up to 50 lbs. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Work is primarily performed outdoors in all weather conditions, frequently exposed to fumes and dust; and occasionally works inside a ticket booth. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must work off-hours and weekend schedules.

Must wear a County provided uniform.

Attendance and punctuality that is observant of scheduled hours on a regular basis.

HISTORY

Created: MAR 2001

Revised MAR 2010, JUL 2013 — HRD

Revised JAN 2018