

Job Class Code: 5205	FLSA Status: Non-exempt
Pay Code: 3	EEO Category: 3

GENERAL DESCRIPTION

Under general supervision, this position is responsible for performing technical park management, programming and resource conservation work and assists with general park operations. This position reports to the Recreation Coordinator for Parks.

TYPICAL TASKS

<ul style="list-style-type: none"> Operates cash register; sells concessions and collects rental fees for various recreational equipment such as boats, canoes, and bicycles; stocks shelves and orders supplies; checks balances and prepares paperwork for deposits. Answers telephone and assists visitors; provides public with information concerning park operations, program policies, facilities and resources; assists with the development of and design of exhibits, pamphlets, flyers, and brochures advertising park programs, interpreting park resources, and explaining facility operations. Reserves campsites, picnic areas, and monitors camper storage area and picnic shelters; collects payments or takes credit card information to hold reservation; operates cash register; contacts when payments are overdue, maintains waiting list and notifies when an opening becomes available. Assists Park Rangers with visitor management and enforcement of park rules and regulations; monitors and assists with camp store and departmental special events and activities; patrols parks, campgrounds, lakes and surrounding City properties; ensures safe and proper use of facilities, resources and equipment; cleans and maintains park facilities and equipment as needed. Assists with interpretive walks, camps, clinics, educational programs, talks and other programs relating to park resources, natural history, fish and game, and conservation efforts; assists in the care and rehabilitation of injured park wildlife. Performs other related work as assigned.

GENERAL STANDARDS

Data Involvement	Copies, transcribes, enters, or posts data or information; daily financial transactions into ActiveNet system.
Interpersonal/People Involvement	Gives information, guidance, or assistance to people to directly facilitate task accomplishment; may give instructions or assignments to helpers or assistants; positive customer skills are required.
Reasoning Requirements	Performs semi-routine work solving occasional problems, some of which may be during intense situations.
Mathematical Requirements	Performs addition and subtraction, multiplication and division; may calculate ratios, rates and percentages; completes daily financial statements, works cash register and gives change.
Language Requirements	Reads routine sentences, instructions, regulations, procedures, or work orders; writes routine sentences and completes routine job forms and incident reports, completes financial reports, speaks routine sentences using proper grammar.
Mental Requirements	Performs clerical and manual tasks prescribed by standard practices but which may require computation, the use of several procedures, and the use of independent judgment with difficult choices; requires normal attention for accurate results.
Decisions/Supervisory Control	Guides others making a few decisions, affecting the citizens, individual and a few co-workers, enforces City and departmental policies.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge	<p>Knowledge of park operations, facility maintenance, concession management, park equipment and supplies, facility design, and park visitor management.</p> <p>Knowledge of safety rules and precautions relative to park operations, visitor safety, and recreational equipment usage, and basic first aid.</p>
Skills	<p>Develops and maintains cooperative and professional relationships with employees and the public. Deals tactfully, courteously, and respectfully with the public, particularly under stressful and emotional circumstances.</p> <p>Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.</p>
Abilities	<p>Ability to communicate ideas effectively and handle a variety of customer service issues with tact, confidentiality and diplomacy in a confidential manner.</p> <p>Ability to perform basic arithmetic, and statistical applications; operation of cash register and scheduling of equipment and facilities.</p> <p>Ability to perform the physical aspects of the position including lifting up to 50 pounds, working in dust, heat, cold, wet, and humid conditions.</p>

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires a high school diploma or GED. College-level education in a related field such as park management, wildlife management, natural sciences, forestry, business, or leisure services is preferred.
Experience	Requires a minimum of one year of experience in a park or interpretive visitor center or closely related setting.
Special Certifications and Licenses	Requires a valid driver's license and a driving record that is in compliance with City Driving Standards

ADA REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.