

EAST BAY REGIONAL PARK DISTRICT

PARK SERVICES ATTENDANT

GENERAL FUNCTION

Under supervision, to provide varied visitor services; collect visitor fees and charges; to perform unskilled maintenance within the immediate kiosk/inspection area and to do other work as related.

ESSENTIAL FUNCTIONS

The essential functions of this position include, but are not limited to:

- Performs visitor services: provides information and directions; answers phones; responds to complaints; collects appropriate fees; sells memberships/bait/tackle, etc.; registers campers; maintains professional relations/communications with crew, supervisor, District staff, concessionaires, tenants and other agencies; and assists with special events and reservations groups.
- Completes daily and monthly revenue reports; balances cash; prepares bank deposit slips; performs boat and trailer inspections; and keeps various logs, such as, daily logs, number of visitors, campground usage, etc.
- Responds to emergencies, such as, medicals, searches, park fires and other requests for aid as training allows; operates radio (control 1) to provide and coordinate information; provides traffic control; and completes medical/incident reports.
- Performs routine maintenance work: picks up and removes litter, cleans and stocks restrooms, empties garbage cans and changes trash liners, and removes graffiti within the kiosk area/inspection area. Opens park; posts emergency signs as directed.
- Protects natural resources: recognizes and protects plant life, wildlife, artifacts and structures; assists with removing exotic and non-native plants within the kiosk area/inspection area. Operates District vehicles : checks fluids, tires, belts,

MINIMUM QUALIFICATIONS

Education: Equivalent to completion of the twelfth grade, and

Experience: Six months of paid experience, which has demonstrated the ability to handle cash, and provide quality customer service.

KNOWLEDGE, SKILLS & ABILITIES

Mathematical ability sufficient to handle fee collection, make change and reconcile daily revenue transactions; ability to follow written and oral instructions; ability to establish and maintain positive and cooperative working relationships with those contacted in the course of work at all levels, including a culturally diverse general public, with a focus on quality service to internal and external customers; ability to perform routine maintenance duties; ability to learn to use office equipment, including computers, fax machines, etc., and ability to work outside and under adverse conditions.

SPECIAL CONDITIONS OF EMPLOYMENT

As a condition of employment, a Park Services Attendant may be required to work unusual hours, weekends and holidays. A valid driver's license is a condition of initial and continued employment in this classification.

REPORTS TO: Park Supervisor

Employment Category: AFSCME, Local 2428, Range
Replaces Board Resolution for PSA, passed 3-5-85; Park Ranger, passed 5/78
Revision Adopted by Board: 5-19-98
Resolution: 1998-5-127
Revision Approved by General Manager: October 21, 2009