

PARK SERVICES WORKER II

MAJOR FUNCTION

The primary function of this position is to provide customer service to park patrons. This position involves manual work in the customer service area and care and maintenance of County parks and boat ramps and other governmental facilities, as well as enforcement of park rules and regulations.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Oversees visitor activities and advises visitors of park rules and regulations to ensure all activities are conducted in an orderly fashion and ensure compliance of park rules.
- Work involves physical labor in the care and cleaning of restrooms, picnic areas, store and parking lots including the replacement of consumable materials such as toilet paper and paper towels and general grounds maintenance.
- Picks up trash on park grounds and keeps the park clear of all litter. Assists all county, state, and federal law enforcement agencies.
- Performs routine safety checks which may include maintenance equipment and playgrounds.
- Drives between locations, towing equipment trailers as necessary.
- Distributes and processes information packets.
- Provides parking instructions and gives traffic directions, information, and assistance to park visitors.
- Collects user fees and monies from the sale of goods and services for various parks in the County.
- Performs daily audit and trial balance for the day's receipts. Responsible for properly securing funds on a daily basis.
- Required to report to work at the appointed hours, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

- Performs other duties as assigned.

PARK SERVICES WORKER II

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person and by phone contact.

SUPERVISION

This position may require some supervisory responsibility. May be responsible for directly supervising temporary employees, trustees, and/or community service workers.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience.

High school diploma or general education degree (GED); and six months general maintenance and one year cash experience or training; or equivalent combination of education and experience.

Licenses.

Valid Florida Driver License. CDL License recommended.

Certifications.

Current First Aid and Safety Certification and current BLS CPR certification within ninety days of hire. Completion of code enforcement training class approved by department within six months of hire.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skills, and ability required.

Language Skills

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before customers or employees of organization.
- Ability to effectively present information to the general public and customers.

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

PARK SERVICES WORKER II

- Ability to compute rate, ratio and percent.

Problem Solving Ability

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Require judgment regarding use of equipment, tools or material.

Specialized Skills and Abilities

- Ability to access, input, and retrieve information on the computer.
- Knowledge of grounds maintenance work and park operations. Knowledge of the rules and regulations, including the hazards and safety requirements pertaining to the public use of County parks, boat ramps, and other government facilities.
- Knowledge of general cleaning techniques of facilities and methods and procedures used in general housekeeping.
- Ability to deal effectively and courteously with members of the general public.
- Proficiency in the use of a ten-key calculator and cash register.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machinery and Equipment

To accomplish the tasks of this position, the employee will be required to operate lawn equipment, power hand tools, and pressure washer, as well as drive a golf cart, pickup truck with trailer and lawn mower. The employee may be required to operate a cash register, computer and other general office machines.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk hear, smell, and regularly lift up to fifty pounds and occasionally one hundred pounds or more. Special vision requirements are close, distance, color, and peripheral vision, depth perception, and ability to adjust an object into sharp focus.

PARK SERVICES WORKER II

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to moving mechanical parts, toxic or caustic chemicals, and risk of electrical shock; and will regularly be exposed to outdoor weather conditions. Work is performed on a flexible rotating work week which may include evenings, weekends, and holidays. The typical noise level for this environment is moderate to loud.

Established: 10/99

Pay grade: 6

Job Description Number: 8056

Category: 8

Status: NE

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