

Town of Los Gatos Classification Specification
PARK SERVICES OFFICER

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Class specifications are intended to present a descriptive list of the range of typical duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job and all duties described are not necessarily performed by all employees in the class.

POSITION SUMMARY

This is a civilian, non-sworn position reporting to the Parks and Public Works Department. Under supervision, the position is responsible to perform a variety of duties and assignments related to parks, trails and other public recreation facilities with an emphasis on positive public engagement. Duties may include proactively interacting with the public; providing customer service; ensuring compliance with park rules, codes and ordinances for which sworn police personnel are not required; presentation of interpretive programs; and the performance of Park Maintenance Works duties as assigned. The incumbent may use a variety of hand and power tools, and operate light motorized equipment. Persons in this classification will have leadership responsibilities which will include, but are not limited to, overseeing the work of temporary and part-time employees.

This classification is required to wear a uniform, work varying shifts as assigned and work weekends and holidays.

ESSENTIAL FUNCTIONS STATEMENTS Essential responsibilities and duties may include, but are not limited to, the following:

1. Actively engage with the public to provide excellent customer service, anticipate customer needs and deliver services in a timely and respectful manner.
2. Patrols parks or trails and other public recreational area.
3. Provide information and direct visitors to appropriate park areas.
4. Develop and participate in interpretive programs.
5. Report unsafe conditions, incidents of vandalism, and other related conditions.
6. Interpret and apply oral or written material/instructions.
7. Prepare reports and maintain records of activities; may make recommendations on relevant subjects such as modifications to equipment or facilities to reduce vandalism or improve safety.
8. Tactfully and effectively enforce rules and regulations governing facilities. Issue warnings and code citations, directs traffic, enforce park rules as necessary.
9. Assist ill or injured park visitors until proper medical aid arrives.

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10. Operate a motor vehicle or motorized maintenance equipment.
11. Conduct light maintenance activities (e.g., repairing, making and installing signs, fences, etc.)
12. Perform watering, weeding, pesticide applications, pruning, trash control and perform minor repairs and custodial maintenance.
13. Operate light motorized equipment including, but not limited to, pick-up trucks, dump trucks, power mowers, sprayers and tractors. May occasionally operate heavier and more complex equipment.
14. Ensure compliance with park rules, codes and ordinances.
15. Work weekends, holidays, or other irregular hours.
16. May direct the work of other employees on an intermittent or project basis.
17. May direct the work of volunteer service organizations on an intermittent or project basis.
18. Performs related duties and responsibilities as required.

REQUIRED EDUCATION, EXPERIENCE AND TRAINING Any combination of experience and training that would likely provide the required knowledge, skills and abilities is qualifying.

- Two years of college (equivalent to 60 semester units) in park management, environmental science, horticulture or a related curriculum.
- Two years of full time experience or four years of seasonal experience as a Ranger, Naturalist, Interpretive Services, Park Management or similar position.
- Possession of a valid California Driver's License.
- First aid and CPR Certificates are required within 12 months of appointment.
- Under the Department Director's discretion, POST PC 832 training may be assigned after appointment to the position.

DESIRED EDUCATION, EXPERIENCE AND TRAINING

- Additional college education preferred in areas related to the positions, such as Public Relations or Psychology.
- Speak and understand a language other than English
- Class B Commercial Driver's License

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Customer service principles.
- Municipal codes, policies and regulations pertaining to the use of public parks and trails.
- Basic techniques, tools, and equipment used in park maintenance and management.
- Principles and practices of first aid and safety.
- Methods and materials used in park interpretive programs.
- Principles and practices of park management, and general law enforcement.

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Ability to:

- Work independently and make sound decisions.
- Effectively balance roles in customer service and compliance.
- Move and/or to carry heavy objects, including lifting, carrying or assisting other persons unable to move themselves.
- Recall detail, including the ability to accurately recreate witnessed events, conversations or readings and to record those recreations in written and/or oral form.
- Function effectively under stress and exercise sound judgment, develop and present interpretive programs.
- Prepare necessary reports as required.
- Issue warnings and code citations, directs traffic, enforce park rules as directed.
- Communicate effectively and carry out oral and written instructions.
- Prepare clear and concise reports.
- Embrace the use of technology, including competency in basic office programs including Word, Excel, Outlook.
- Establish and maintain effecting working relationships with those contacted in the course of work.
- Conduct work in a safe manner in accordance with established practices.
- Work nights and weekends on a regular basis.
- Work in inclement weather and work irregular hours due to weather, park demands and other conditions.

Each of these essential tasks must be performed individually and unassisted by other persons, since this class of employment requires an ability to work alone

PHYSICAL DEMANDS

Employees must be able to maintain physical condition necessary for sitting, walking, and standing for extended periods of time; some stooping, crawling, crouching, and climbing; maintain concentration and the capability to make sound decisions; maintain effective audio/visual discrimination and perception to the degree necessary for the successful completion of assigned duties.

WORKENVIRONMENT

Employee works outdoors; travels from site to site; exposure to noise, dust, grease, smoke, fumes, gases, traffic, and inclement weather conditions.

FLSA: Non-exempt

REPRESENTATION: This classification is represented by the Town Employees Association.

Revised September 10, 2014