

City of San José
CLASS SPECIFICATION

Title: Regional Park Aide FT/PT (3423/3421)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Varies	Non-exempt

CLASS SUMMARY

Under immediate supervision, performs a variety of duties in support of the City's parks and recreation programs, including, but not limited to, facility operations, public contact, fee collection, exhibition, and other activities. Performs cash handling duties by collecting fees. Provides information to the public. Provides routine maintenance and clean-up tasks. Performs traffic control preparation and monitoring at clean up events. Performs related duties as required.

DISTINGUISHING CHARACTERISTICS

The Regional Park Aide is a single level class responsible for performing a variety of duties in support of the City's parks and recreation operations and programs. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence.

Depending on the work group or assignment, incumbents may be required to work on Saturdays, Sundays, and holidays.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND completion of six (6) months (approximately 1040 hours) of work in a concession operation, food and beverage service, small retail business, or public fee collection operation that has direct public contact.

Required Licensing (such as driver's license, certifications, etc.)

- Possession of Red Cross First Aid and CPR certificates may be required.
- Possession of a valid State of California driver's license may be required for some assignments.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.

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- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Customer Service - Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- Multi-Tasking – Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Provides assistance in the daily operations of regional parks and facilities, by supporting activities related to public access to a facility, facility admissions, public information services, support of exhibitions, and operation of parks related facilities, equipment and buildings.	Daily/Several Times
2.	Provides cash handling services in the routine collection of admission and/or event-related fees from customers.	Daily/Several Times
3.	Participates in preparing and distributing publicity.	Daily/Several Times
4.	Aids in event set-up, public access, traffic control preparation, and event clean-up; performs routine maintenance and clean-up tasks such as litter and refuse removal, raking and bagging debris, cleaning restrooms, vandalism repair, and other unskilled labor functions.	Daily/Several Times
5.	Provides information to the public; answers questions and explains facility or program policies and regulations.	Daily/Several Times
6.	Reports unlawful conduct to proper authorities.	Daily/Several Times
7.	Assists in providing basic animal care and feeding for domestic and/or farm animals including changing bedding and providing water.	Daily/Several Times
8.	Serves as gate, lobby desk, or office receptionist requiring the ability to coordinate information systems and disperse information to the public, staff, and volunteers.	Daily
9.	Provides support in exhibitions or facility programs by performing tasks requiring regular supervision and instruction that could include exhibition maintenance, ride operations, collection cataloging, documentation and registration, basic food preparation, snack bar and puppeteering operations, collection organization, record-keeping, and clerical duties.	Daily
10.	Drives light vehicles.	Weekly
11.	Provides basic on-duty coaching and instruction to less experienced staff.	Weekly
12.	Administers appropriate first aid.	Weekly
13.	Performs other related duties as assigned.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

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PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

Possess ability to:

- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Lift, carry, push, and pull tools, equipment, and supplies weighing on average 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Communicate in person and over the telephone;
- Maintain professional demeanor during interactions with staff, customers, and the public.

When assigned to an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Be exposed to moderate noise levels and controlled temperature conditions.

When assigned to fieldwork, possess ability to:

- Work in an outdoor environment with unpredictable working conditions including but not limited to exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, and odors.

CLASSIFICATION HISTORY *Created 3/83, Rev. and Ret. 3/94 (FT added 3/94) (Formerly Concessionaire PT), Ret. 11/94 (Formerly Facility Assistant FT/PT), Rev. 12/97, Ret. 3/98(Formerly Park and Facility Assistant FT/PT), Rev. 08/18; s006*