

PADRE DAM MUNICIPAL WATER DISTRICT CLASS SPECIFICATION

CLASS TITLE: Park & Recreation Aide

DEPARTMENT: Administration	ACCOUNTABLE TO: Park & Recreation Supervisor	FLSA STATUS: Non-Exempt
SALARY RANGE:	5	
<p>CLASS SUMMARY: Incumbents are responsible for quality customer service at Santee Lakes Recreation Preserve by providing information, assisting in operating the General Store and boat rental dock, assisting in resolving routine problems, performing a variety of maintenance activities, ensuring rule compliance and visitor safety and serving in a variety of operational and administrative support activities. Duties include: establishing positive interactions with the Santee Lake’s guests and members of the local community; assisting in accepting reservations and registering campers; assisting customer by phone, in person or by mail; assisting with various recreational activities, programs and special events; preparing and processing a variety of correspondence, documents and forms; maintaining files and records; observing, explaining, communicating and/or enforcing Santee Lakes policies, rules and regulations; performing routine inspection of facilities and identifying and removing potential safety hazards; performing various maintenance activities of Santee Lake equipment, furnishings, buildings and grounds; opening and securing facilities; summoning and facilitating response of local law enforcement agencies; and such other duties as may be assigned.</p>		
<p>DISTINGUISHING CHARACTERISTICS: This is the entry level of a three level Park & Recreation classification. It is distinguished from the Park & Recreation Coordinator by its entry level, basic duties. It is further distinguished from the Park & Recreation Supervisor in that it has no supervisory responsibilities.</p>		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)
1.	Provides customer service, information and assistance to Santee Lakes visitors and guests by phone, in person or by mail on issues surrounding use of Santee Lakes grounds.
2.	Accepts reservations for facility rentals and camping; registers and accepts payments from campers.
3.	Assists with various recreational activities, programs and special events.
4.	Processes incoming, outgoing and interoffice mail for staff and campers; mails informational packets.
5.	Prepares a variety of forms and documents such as correspondence and reports; maintains files and/or records.
6.	Visually observes and inspects Santee Lakes for safety hazards. Ensures visitor safety and rule compliance. Reports and documents incidents involving rule violations, accidents, vandalism and emergency response.
7.	Maintains Santee Lakes facilities by assisting with repairs, maintenance and light cleaning duties.
8.	Opens and secures facilities.
9.	Summons and facilitates response of emergency or law enforcement agencies with jurisdiction over the related incident or issue.
10.	Performs other duties of a similar nature or level.

<p>Knowledge (position requirements at entry):</p> <ul style="list-style-type: none"> • Common public relations courtesies, practices and techniques • Customer service techniques • Methods of enlisting the support and cooperation of the public

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Skills (position requirements at entry):

- Reading, writing and performing mathematical calculations at the level required for successful job performance;
- Using diplomacy, tact and firmness in dealing with the public;
- Understanding and carrying out oral and written instructions;
- Establishing and maintaining effective relationships with those contacted in the course of work;
- Working irregular hours, varied shifts, weekends and holidays, often alone;
- Operating Padre Dam vehicles and cellular telephone;
- Remaining calm in stressful situations;
- Adhering to established procedural and safety requirements of the job as a constant job behavior and to use good judgment in responding quickly and reasonably to unanticipated personal safety problems;
- Using office equipment such as phone, copiers and fax machines;
- Basic computer operations and programs;
- Communication, interpersonal skills as applied to interaction with co-workers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry, depending on area of assignment):

- High School Diploma or General Equivalency Diploma (G.E.D.)
- Experience in one of the following areas (depending on area of assignment):
 - Education and/or experience (either paid or voluntary) in guest relations and reservations; OR]
 - Experience working in an office setting with considerable customer contact and data entry experience.
- An equivalent combination of education and experience sufficient to perform the essential duties of the job.

Licensing Requirements (position requirements at entry):

- Valid California driver's license

Physical Requirements (depending on area of assignment):

- Positions in this class typically require: standing for long periods of time, sitting, walking, fingering, grasping, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary work and the worker sits most of the time, the job is rated for Light Work.

OR

- Positions in this class typically require: standing for long periods of time, sitting, walking, fingering, grasping, talking, hearing, seeing and repetitive motions.

Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects

Classification History:

Date: 8/06