

PADRE DAM MUNICIPAL WATER DISTRICT CLASS SPECIFICATION

CLASS TITLE: Park & Recreation Coordinator

DEPARTMENT: Administration	ACCOUNTABLE TO: Park & Recreation Supervisor	FLSA STATUS: Non-Exempt
SALARY RANGE:	10, 12, 14	

CLASS SUMMARY: Incumbents are responsible for quality customer service at Santee Lakes Recreation Preserve by providing information, operating the General Store and boat rental dock, assisting in resolving routine problems, performing a variety of maintenance activities, protecting Santee Lakes facilities and resources, ensuring rule compliance and visitor safety, and serving in a variety of operational and administrative support activities. Duties include: establishing positive interactions with Santee Lakes' guests and members of the local community; assisting in accepting reservations and registering campers; participating in promotional/marketing campaigns; scheduling, renting out and setting up facilities for group events; assisting customers by phone, in person or by mail; researching and assisting in resolving problems; assisting in the planning and implementation of various recreational activities, programs and special events; preparing and processing a variety of correspondence, documents and forms; receiving payments and user fees; preparing daily deposits; maintaining files, records and contracts for billings; ordering office supplies and retail convenience store merchandise and preparing purchasing and receiving documents; observing, explaining, communicating and/or enforcing Santee Lakes policies, rules and regulations; monitoring vacancies at campground; performing routine inspection of facilities and identifying and removing potential safety hazards; repairing/constructing/maintaining all Santee Lakes equipment, furnishings, buildings and grounds; opening and securing facilities; summoning and facilitating response of local law enforcement agencies; assisting with the coordination and supervision of Santee Lakes volunteers; and such other duties as may be assigned.

DISTINGUISHING CHARACTERISTICS: The Park & Recreation Coordinator is a wide classification which encompasses all aspects of guest relations at Santee Lakes including the operation of a retail convenience store. Incumbents have significant contact with the general public. The Park & Recreation Coordinator is distinguished from the Park & Recreation Supervisor in that it has no supervisory responsibilities.

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 all issues surrounding use of Santee Lakes grounds. Researches and assists in resolving any identified problems and explains Padre Dam policy and procedures. Collects user fees.
2.	Accepts reservations for facility rentals and camping; registers and accepts payments from campers, monitors campsite vacancies and assists with problems on reservations, policies, procedures and services.
3.	Operates and maintains a retail convenience store and boat rental dock including ordering and stocking merchandise, maintaining computer software used in the store; developing and maintaining outstanding vendor and customer relations.

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4.	Assists in the planning and implementation of various recreational activities, programs and special events.
5.	Performs billing activities to include: performing data entry, reviewing reports, contacting customers; preparing and mailing out bills; and, attending to billing problems.
6.	Prepares daily deposits and balances cash register receipts. Maintains UPC file and Point of Sale software.
7.	Processes incoming, outgoing and interoffice mail for staff and campers; mails informational packets.
8.	Prepares a variety of forms and documents such as correspondence, schedules and reports; maintains files and/or records.
9.	Inventories and orders office supplies and retail convenience store merchandise. Processes purchasing and receiving documents.
10.	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.
11.	Maintains Santee Lakes facilities, resources and habitat by repairing, maintaining and cleaning buildings, campsites, picnic areas, playground equipment, habitat, restrooms, pool and landscape.
12.	Opens and closes facilities. Sets up, prepares and takes down areas and facilities for group events and reservations.
13.	Coordinates volunteer program, including development of work schedules and related activities.
14.	Schedules interpretive programs utilizing resources from local educational institutions, public agencies, and community service organizations.
15.	Administers CPR and minor first aid and ensures proper medical and emergency response supplies are on hand.

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)
16.	Summons and facilitates response of emergency or law enforcement agencies with jurisdiction over the related incident or issue.
17.	Performs other duties of a similar nature or level.

Knowledge (position requirements at entry):

- Common public relations courtesies, practices and techniques;
- Customer service techniques;
- Methods of enlisting the support and cooperation of the public;
- Basic knowledge of practices and techniques in the area of parks, campground and recreation;
- Basic retail store operation including merchandising, ordering, stocking desired;
- Safe boat operation
- Operating a propane station
- Fish and Game laws and identification
- Administering chemicals and maintaining swimming pools
- First Aid and Cardiopulmonary Resuscitation (C.P.R.)

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 mobile 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 phones, copiers, 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.

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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 the operation, maintenance and protection of a park, forest, recreational or historical area sufficient to perform the essential duties of the job; OR
 - Experience working in an office setting with considerable customer contact and data entry experience; OR
 - Experience working in a retail convenience store setting;
- An equivalent combination of education and experience sufficient to perform the essential duties of the job.

Licensing Requirements (position requirements at entry, depending on area of assignment):

- Valid California Driver's License
- Certified Park Operator designation by California Travel Park Association desirable
- C.P.R. and First Aid certificate.

Physical Requirements (depending on area of assignment):

1. 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

2. 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: 4/98; Park & Campground Ops. Asst. and Park Customer Service Rep. Combined to Park Operations Coordinator 11/01; Rev. 1-02; 7/04 (title change from Park Operations Coordinator); 1/05