

PARK SERVICES ATTENDANT, 2412
SENIOR PARK SERVICES ATTENDANT, 2422

Summary of Duties: Serves the public at or operates an amusement, admissions, reservation, parking or service activity or facility at a City park, attraction or recreational area; or assigns, reviews and evaluates employees engaged in such work; applies sound supervisory principles and techniques in building and maintaining an effective work force; fulfills affirmative action responsibilities; and does related work.

Distinguishing Features: Employees of these classes are responsible for operating and maintaining a variety of City-owned commercial, admission or service functions for the public at various park attractions and facilities.

A **Park Services Attendant** may serve the public as the operator or assistant operator of a commercial facility, admissions function or as the person in charge at a tennis reservation or other park service facility. A Park Services Attendant may act as a lead worker responsible for demonstrating to employees how to perform specific tasks, observing their work and correcting mistakes. An employee of this class is responsible for the efficient management of merchandise, equipment, tickets and/or personnel at a facility, must be able to order supplies so that there is a minimum of waste and account for fees collected. Incumbents may be responsible for efficient operation of a tennis reservation system, parking facility, swimming pool or other special facility. Assignments are normally given in the form of verbal or written instructions, based on manuals or handbooks prescribing standard procedures and evaluated by means of occasional inspection of their work in progress.

A **Senior Park Services Attendant** supervises and directs park facility operations, or assists the Park Services Supervisor, or supervises admissions services. A Senior Park Services Attendant also supervises Park Services Attendants assigned to the tennis reservation system, parking lots or other special facility. Although the work of subordinates engaged in operations, maintenance and collecting money from patrons is routine, the supervision of these employees is complicated by the widely separated locations, the seasonal and fluctuating nature of the patronage, and the controls necessary to insure the security of any cash received.

Incumbents in the class of Senior Park Services Attendant are distinguished from lead workers in that they are responsible for the performance of the full range of supervisory activities including: application of discipline, processing and resolution of grievances, evaluation of performance and approval of time off requests.

An employee of this class is not responsible for the regulation of private concessions, but may observe their operation and report unsatisfactory conditions to the Park Services Supervisor. Since City-operated commercial enterprises are seasonal and sometimes unpredictable, difficult problems may be encountered in planning operations and in scheduling employees' hours of work. Assignments are normally given as general verbal or written direction, or embodied in written procedures or guidelines, and results are evaluated by inspection of work in progress and review of operational reports and assessment of park and facility patron satisfaction.

Examples of Duties:

Park Services Attendant:

- * Directs and assists in the operation of City parking lots, attractions and other facilities;
- * Greets and directs patrons at park facilities;
- * Checks parking lots periodically to see that each car has been properly parked, that the proper fees have been collected and the appropriate tickets or receiptswave been issued;
- * Advises the Senior Park Services Attendant of repairs and maintenance needed and recommends improvements in facilities;
- * Sells souvenirs, novelties and tickets for park attractions, parking, tennis court usage or special facility admission;
- * Operates an electronic cash register and makes change;
- * Receives and accounts for cash, merchandise, and supplies and may make cash deposits;

- * Takes regular inventory of merchandise, tickets and equipment on hand, orders supplies and may supply vending machines;
- * May utilize a personal computer for a reservation or other system;
- * Accepts tennis court fees from players and balances fees received with reservations made;
- * Verifies tennis reservations, regulates time of play and assures patron compliance with reservation system;
- * Performs routine clerical and storekeeping duties in the inventory, requisition, receipt, storage, issue, and record keeping of supplies, merchandise, and equipment;
- * Participates in, and acts as lead over part-time employees performing, the above work;
- * Conducts physical inspections as directed to monitor food service and other activities to ensure compliance with basic health and park regulations;
- * Discusses and resolves complaints with patrons.

Senior Park Services Attendant: Supervises a large group of employees engaged in the above work, and

- * Supervises and works with storeroom and office personnel engaged in the requisition, receipt, storage, issue and record keeping of supplies, merchandise, tickets and equipment used in the operation of park attraction, amusement and service facilities;
- * Coordinates with departmental and interdepartmental entities, such as Police, Fire and Transportation Departments regarding plans for parking or traffic management related to events or operations at various facilities.
- * Makes recommendations for the geographic placement of seasonal stands and trailers, film crews and related catering trucks;
- * Analyzes records of sales or facility operations to determine amounts of tickets, merchandise, supplies or equipment to order, stock and issue for individual facilities;
- * Reviews operating records of vehicles for ordering of preventive maintenance;

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- * Initiates and maintains security controls for handling cash and conducts routine audits in accordance with departmental cash control procedures;
- * Discusses and resolves complaints with patrons;
- * Engages in or supervises the completion of minor repairs and preventive maintenance for facilities and related equipment, such as vending machine, crowd control, amusement ride and other equipment;
- * Tests and inspects the condition such equipment and facilities, recommends needed improvements and orders necessary maintenance repairs to be made by contract vendors or City construction and repair crews;
- * Recommends improvements to paving, painting, plumbing and electrical fixtures and confers with agencies responsible for such work, submitting requests for job orders as necessary.
- * May prepare estimates of anticipated operating needs and expenses for budget requests;
- * Reviews operating records and reports prepared by subordinates for accuracy and neatness;
- * Directs the maintenance of routine records and makes operational reports;
- * Directs purchasing and distribution of supplies and equipment for operations;
- * Evaluates the quality and usefulness of facilities, equipment and merchandise by observation and review of records;
- * Investigates and recommends possible improvements, expansion or contraction of services and products;
- * Secures estimates from vendors on prices of products, equipment and other merchandise and recommends purchase;
- * May observe the operation of private concessionaires and examine their financial and operational records to determine conformance to contract requirements.
- * Recruits employees for intermittent work;
- * Communicates equal employment/ affirmative action information to employees;
- * Applies job related criteria in selecting, orienting, assigning, training, counseling, evaluating and disciplining subordinates;
- * Assists employees in preparing for promotion as described in the City's Affirmative Action Program;
- * Conveys and interprets Department policies and instructions;

Both Classes: May be occasionally assigned other duties for training purposes or to meet technological changes or emergencies.

Qualifications:

Senior Park Services	Knowledges:	Park Services Attendant
Good	AttendantPublic health laws relating to the preparation, handling	and storage of food and beverages;
Working	Good Methods, problems and procedures in the operation of	parking lots, tennis reservation and other facilities;
Working	GoodProcedures and problems	involved in selling merchandise and collecting cash;
General	GoodMethods, problems, merchandise, supplies, materials and equipment involved in the	operation of food and beverage stands, park and amusement facilities;
General General	GoodRules, regulations, procedures	and policies of the Recreation and Parks Department relating to commercial activities; WorkingPurchasing, storekeeping and stock control methods;
General	WorkingSupervisory principles and practices including: planning,	delegating and controlling the work of subordinates;
	GoodTechniques of training,	instructing and evaluation of subordinate work performance;
	GoodTechniques for counseling,	disciplining and motivating subordinate personnel; handling;
	GoodProcedures for grievance GoodSupervisory responsibility for EEO/AA as set forth in the City's	Affirmative Action Program; practices;
	GoodEffective safety principles and WorkingMemoranda of understanding as they apply to	subordinate personnel;
	WorkingCity personnel rules, GeneralElementary accounting methods and basic principles of business management;	policies and procedures;
x	WorkingLearn to operate an	electronic cash register and/or personal computer;
x	Serve the public in a pleasant and	courteous manner and work harmoniously with other employees; money with speed and accuracy;
	Add and subtract and handle	

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| x | Follow oral instructions and read, | learn and apply rules, procedures and other written materials; |
| x | Attention to detail, consistent | performance with minimal supervision in a reliable manner; |
| x | xOrganize and supervise the work | of personnel engaged in commercial activities; |
| x | xDeal tactfully and effectively with | the public, vendors and employees; |
| x | xConduct investigations relating to | commercial activities and make recommendations; |
| | xPrepare reports of business | activities, cash receipts, employees' time, and materials used; |
| | xEstablish and maintain a work | environment to enhance both employee morale and productivity; |
| | xApply sound supervisory | principles and techniques; |
| | xFulfill supervisory affirmative | in the City's Affirmative Action Program. |
| | action responsibilities as indicated | |
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Minimum Requirements:

Park Services Attendant: One year of full-time paid experience in a job which requires contact with the public.

Senior Park Services Attendant:

1. Three years of full-time paid experience in meeting and serving the public, including two years supervising the operation of an amusement, parking, tennis reservation or service facility relevant to Recreation and Parks Department's operations; or
2. 4,160 hours as a Park Services Attendant or Assistant Park Services Attendant.

License:

Both classes: A valid California driver's license and a good driving record may be required.

Physical Requirements:

Park Services Attendant: Strength to perform average lifting of up to 35 pounds and occasionally over 70 pounds; frequent walking and standing; arm, hand and finger dexterity, with at least one hand, involved in reaching, handling, fingering and feeling; good speaking and hearing ability; and good eyesight.

Senior Park Services Attendant: Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds, and frequent walking and standing; and good eyesight.

Persons with medical limitations may, with reasonable accommodation, be capable of performing the duties of this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the positions, and the appointing authority's ability to effect reasonable accommodation to the person's limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.