



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION

RANGER AIDE

(PARKS DIVISION)

PARKS, RECREATION, AND TOURISM Human Resources Department

700 Town Center Drive, Suite 200

Newport News, VA 23606

Phone: (757) 926-1800

Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under close supervision, this position is responsible for performing technical park management, programming and resource conservation work and assists with general park operations. Reports to the Parks Facility Coordinator.

ESSENTIAL JOB FUNCTIONS

Operates cash register; sells concessions and collects rental fees for various recreational equipment such as boats, canoes, and bicycles; stocks shelves and orders supplies; checks balances and prepares paperwork for deposits.

Answers telephone and assists visitors; provides information concerning park operations, program policies, facilities and resources. Reserves campsites, picnic areas, and monitors camper storage area and picnic shelters; collects payments or takes credit card information to hold reservation; contacts when payments are overdue, maintains waiting list and notifies when an opening becomes available.

Operates vehicle to assist Park Rangers in visitor management and the enforcement of park rules and regulations; checks campers for flat tires, and other violations. Patrols lake and surrounding property; ensures safe and proper use of facilities, resources and equipment.

Assists with interpretive walks, talks and other programs relating to park resources and conservation efforts. Assists in the care and rehabilitation of orphaned and injured park wildlife.

Performs related work as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Municipal Parks - Knowledge of park operations, facility maintenance, concession management, and park visitor management.
- Safety - Knowledge of safety rules and precautions relative to park operations, visitor safety, and recreational equipment usage, and basic first aid.

REQUIRED SKILLS

- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees and the public. Deals tactfully, courteously, and respectfully with the public, particularly under stressful and emotional circumstances.
- **Time Management** - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

REQUIRED ABILITIES

- **Communication** - Ability to communicate ideas effectively and handle a variety of customer service issues with tact, confidentiality and diplomacy in a confidential manner.
- **Mathematics** - Ability to perform basic arithmetic, and statistical applications.

EDUCATION AND EXPERIENCE

Requires a high school diploma, or an equivalent combination of education and experience. College level education in a related field such as wildlife management, natural sciences, forestry, or leisure services is preferred.

ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history check, and sex offender registry check and a valid driver's license with an acceptable driving record.

This position requires pre-employment medical evaluation.

PHYSICAL REQUIREMENTS

- Tasks require the regular and, at times, sustained performance of moderately physically demanding work.
- Some combination of climbing and balancing to include climbing ladders, stooping, kneeling, crouching, and crawling.
- May involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

SENSORY REQUIREMENT

- Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, texture, and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, weather, fumes, smoke, temperature and noise extremes, hazardous materials, fire, machinery, vibrations, traffic hazard, toxic agents, animal/wildlife attacks, firearms, water hazards, violence, disease, or rude/irate customers.