



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
RANGER TECHNICIAN
(PARKS DIVISION)
PARKS, RECREATION AND TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

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

There are two (2) levels of Ranger Technician distinguished by the level of work performed and the qualifications of the employee.

ESSENTIAL JOB FUNCTIONS

Provides the public with information concerning park operations, programs, policies, facilities, and resources; to include the development and design of exhibits, pamphlets, flyers and brochures advertising interpretive programs, interpreting park resources and explaining conservation efforts.

Assists Park Rangers with visitor management and enforcement of park rules and regulations to include providing care and rehabilitation to orphaned and injured park wildlife and assisting with nuisance wildlife problems; assists with general park maintenance and concession operations to include making reservations and collecting rental fees as needed.

Researches, develops and conducts interpretive walks, talks and other programs relating to park resources and conservation efforts. Assists with identification and inventorying of park flora, fauna and historical resources. 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.

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 at least one of the following specialty areas: fish and game management; wildlife management; wildlife rehabilitation; natural resource interpretation and conservation; Civil War interpretation; park operations and administration; law enforcement as related to parks, facility maintenance, planning, and design; natural history and interpretation;

educational program development; concession management; park visitor management and facility design; and forestry.

- Safety - Knowledge of safety rules and precautions relative to park operations, visitor safety, recreational equipment usage, and basic first aid.

REQUIRED SKILLS

- Judgment/Decision Making - Evaluates and responds quickly to situations in a firm and tactful manner. Diffuses emotional situations and offers solutions.
- 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 and diplomacy in a confidential manner.
- Mathematics - Ability to perform basic arithmetic and statistical applications.

EDUCATION AND EXPERIENCE

Ranger Technician I - Two years of college level education in a related field such as business, wildlife management, natural sciences, forestry, leisure services or U.S. history, or an equivalent combination of education and experience.

Ranger Technician II - Three years of college level education in a related field such as business, wildlife management, natural sciences, forestry, leisure services or U.S. history and six months of directly related experience performing the functions of a Ranger Technician, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

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

This position requires pre-employment medical examination.

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 sounds, odor, 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.