

Classification description



Title: Park Worker

Job Code: 0462

Pay Range: 307

FLSA Status: Non-Exempt

Employee Group: LIUNA 483

Established: March 2019

Revised: NA

EEO Category: Service/Maintenance

CLASSIFICATION DESCRIPTION

Perform a variety of semi-skilled cashiering and customer service duties and entry-level, unskilled maintenance and operational tasks at Metro's parks, including boat ramps, campgrounds, picnic areas, playgrounds, trails and cemeteries. Duties depend on assigned Metro facility responsibilities as well as seasonal, program, setting, and other requirements. Work may be performed in various settings and locations and under a variety of weather conditions.

DISTINGUISHING FEATURES

The Park Worker classification is distinguished by assignments that are often the more basic, routine and unskilled duties associated with regular classifications, such as custodial, grounds and maintenance.

DUTIES AND RESPONSIBILITIES

1. Assists in providing a safe and enjoyable experience for visitors. Provides general customer service, such as giving directions and answering questions; provides information and assistance at picnics, campsites, weddings, special events and cemeteries; explains park rules and regulations; and monitors restricted use areas. Calls Park Ranger or supervisor for enforcement, citation and first-aid/emergency response or other similar health and safety issues.
2. Ensures grounds are clean and orderly. Sweeps litter, glass and leaves from roads, paths and other areas; empties and cleans compost, recycling and trash containers; and clears roads, paths and other areas of debris, ice or snow; chips limbs and branches.
3. Cleans and maintains restrooms. Re-stocks paper towels, toilet paper and soap; sweeps and mops floors; cleans and disinfects sinks, mirrors, counters, hand dryers, toilets and urinals; and unstops toilets, sinks and floor drains.
4. Assists with simple, routine garden work, such as mowing, raking, edging and trimming lawns; watering and weeding lawns, shrubs and flowerbeds; cuts brush; assists with planting, pruning and thinning; and laying and replenishing bark.
5. Performs miscellaneous duties around storage yards and buildings. Cleans equipment, tools and supplies and returns to designated areas making sure they are prepared for next use; loads and unloads trucks; washes and fills trucks with gasoline; and uses pressure equipment to wash down areas.
6. Performs basic facility maintenance, including painting, graffiti removal, cleaning gutters and roofs, straightening and installing signs, and assists with digging and backfilling trenches and holes for pipe repair and installation.

7. Drives trucks with trailers to transport equipment to various parks and cemeteries locations.
8. Assists Park Rangers in opening and closing facilities and buildings in adherence with security procedures.
9. Assists with set-up and tear down for events. Set-up includes setting up canopies, tables, chairs and other equipment; turning on equipment and helping with supplies. Tear down includes taking down canopies, returning tables and chairs to storage, turning off and cleaning equipment and work areas; and preparing area for next use.
10. Assists with traffic control, including parking vehicles, placing barricades and flagging traffic.
11. Properly disposes of fluids, chemicals, equipment and packaging.
12. Reports facility and equipment problems and health and safety issues to Park Rangers, Lead or management.
13. Collects fees at park entrance booths and campgrounds. Operates cash registers and credit card terminals; counts money.
14. At end of shift, processes revenue; prepares deposits and reconciliations.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- High school diploma or GED certificate or sufficient education to demonstrate the ability to read instructions and perform routine math with accuracy
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Customer service experience in a public setting
- Possess a valid driver's license
- Cashiering experience preferred

Knowledge, Skills and Abilities:

- Friendly and outgoing with excellent customer service skills; maintain a positive and professional manner through duration of shift and maintain harmonious working relationships with other employees
- Ability to understand and follow verbal and written instructions at a level sufficient to perform the essential functions; ability to speak another language is preferred
- Read instructions and perform routine math calculations and cash handling with accuracy
- Receive money and operate a “point of sale” cash register system (must be able to pass cashier test); count money and deposit
- Complete work efficiently and in the prescribed manner following a brief training period
- Flexible; adjust to varying work environments, job tasks, and methods of instructions
- Stand for long periods of time on a hard surface
- Lift and carry up to 50 lbs. without assistance and perform strenuous physical labor
- Properly and safely operate tools and equipment
- Work on ladders and in all weather conditions, including heat, cold and inclement weather
- Work quickly and efficiently
- Work multiple shifts including, days, evenings, weekends and holidays
- Perform all position essential duties and responsibilities
- Fulfill Metro’s core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate

Additional Requirements:

- Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

Reports to Service Supervisor, but primarily receives daily task assignments from assigned lead

SUPERVISION EXERCISED

None. May provide guidance and coaching to new or less experienced employees

RELATIONSHIPS/CONTACTS

Employees work both independently and in a group environment working with other parks employees and with the public

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Point of sale registers and credit card machine

A variety of basic hand and power tools and light-duty equipment, such as walk behind, push and self-propelled mowers, trimmers, edger, and blowers; brush cutters; pressure washers; pickup truck or other light-duty vehicle.

Gloves, masks and other personal protective devices and equipment are required while performing some tasks.

WORK ENVIRONMENT

Cashiering duties performed in entrance booth - long periods of sitting and standing. Custodial, grounds and operational duties are performed outdoors in all weather conditions, including heat, cold, rain and inclement weather. Works unassisted or alone at times. As necessary to meet workload demands, may work outside of typical schedule including evening/weekend hours and holidays as assigned.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.