

**MERCED IRRIGATION DISTRICT
PARK RANGER I & II**

FLSA STATUS – Non-Exempt
Bargaining Unit – IBEW, Local 1245

DEFINITION

Under general supervision, the duties of the Park Rangers I and II are to meet, greet, and serve visitors, guests and customers to the MID Parks and Recreation Areas in a friendly, efficient and professional manner. The Park Ranger II has responsibility for the Park assigned to and can give direction to lower level personnel as needed. Perform a variety of tasks relating to the maintenance and operation of recreational areas, adhere to policies, procedures and standards of the Parks Department , and to do related work as required.

ESSENTIAL FUNCTIONS OF THE POSITION

- Provide friendly, efficient and professional customer service and direction to guests, visitors, customers and stakeholders of the MID Parks and Recreation Areas. Meet, greet and serve customers, visitors, and guests in the Park.
- Provide a safe, comfortable, and enjoyable environment and experience to customers, visitors, and guests.
- Complete roving ranger and kiosk duties in an accurate manner, including but not limited to: fee, security and occupancy compliance services; surveying, inspecting and reporting all adverse conditions; roving ranger, iron ranger, and kiosk customer service and cashier duties. Maintain in a neat, clean and safe manner all restrooms, roadways, parking lots, walkways, and trails.
- Maintain all grounds, parking areas and landscape in a trimmed, manicured, clean, alive, attractive, and safe condition.
- Maintain all camp, restrooms, picnic, pavilion and other guest areas in a safe, clean, manicured, attractive, comfortable, and fully-functional condition.
- Maintain all electric, potable water, sewer, and irrigation systems in a safe, secure, clean, orderly and fully functional and compliant condition.
- Maintain all vehicles, equipment, tools, and supplies in a safe, secure, readily accessible and fully operable condition.
- Maintain all launch ramps, docks, and other lake fixtures and amenities in a safe, secure, clean and fully functional condition. Supervise, manage, maintain, and operate Park Department areas and facilities in a neat, clean, and safe manner.
- Patrol park, preserve order, and prevent vandalism and other undesirable activities. Advise park visitors of rules and regulations and local county lake use ordinances.
- Respond promptly to any unusual conditions arising in the park, such as accidents, acts of vandalism, unsafe conditions, complaints, etc.
- May help hire, train, schedule, supervise, and evaluate part-time, seasonal or full-time employees assigned to the parks.
- Compile and report statistical data on attendance and activities of the park, maintain such other records as are required, prepare and submit reports as required, and attend staff meetings as scheduled.
- Perform other duties as required.

QUALIFICATIONS

Knowledge of:

- Hospitality, customer service, manners, policies, and procedures.
- The use of common hand tools and power tools used in maintenance work.
- The operation of trucks and small tractors.
- The maintenance and operation of electric, water, sewage, and irrigation systems.
- Microsoft Office Suite products and other systems used at the Parks and Recreation Department to complete daily duties.
- Geography, points of interest, and principle recreation areas in Central California.
- Methods, materials, and equipment used in the care and maintenance of parks, grounds, and recreation facilities.
- Cash register, parks management systems, computer interfaces, customer check-in reservations process and other sales management opening and closing procedures.

Ability to:

- Carry out oral and written instructions in a precise, efficient and effective manner.
- Perform tasks involving physical strength, endurance and outdoor exposure to variable weather conditions over extended periods of time.
- Establish and maintain effective friendly and helpful working relationships with the general public, fellow employees, subordinates, and members of the public from diverse cultural and linguistic backgrounds, regardless of race, color, creed, religion, sex, age, or disability.
- Communicate effectively orally and in written form.
- Resolve complaints of park visitors and other stakeholders in a friendly, efficient and helpful manner, using tact, diplomacy, and mature judgment.
- Physically perform varied manual tasks over extended periods of time.
- Work during weekdays, weekends, holidays, and late shift hours, at various park locations and functions.
- Within six (6) months of appointment obtain and maintain certification in Basic Red Cross First Aid and cardio-pulmonary resuscitation (CPR).
- Wear the prescribed uniform and be neat and professional in appearance.
- Accurately and efficiently handle computerized cash register sales transactions, open and end of shift closing procedures.

EDUCATION AND EXPERIENCE

EDUCATION:

- Any combination of education and experience equivalent to graduation from high school.
- Associate's degree is desired but not required in park management, police science, or related field. Bachelor's degree is desired but not required from an accredited college or university is preferred in outdoor recreation, natural resource management, or related field. Work experience may be substituted for education requirements.

EXPERIENCE

- Two (2) years in a customer service role or two (2) years Irrigation District work experience.
- Eighteen (18) months of experience performing a variety of maintenance, operations, and/or public contact duties.
- First Responder Certificate within one (1) year of hire.
- PC 832 within one (1) year of hire.
- One (1) year experience with Microsoft Suite products, demonstrating computer proficiency.

NECESSARY SPECIAL REQUIREMENTS

- Possession of a valid California Driver's License.
- A Department of Motor Vehicles "Driver Record Information" print-out will be required at time of hire and throughout employment. Must be enrolled in District's DMV pull-notice program.

QUALIFICATIONS - RANGER II

- Three (3) years is qualifying for personnel who transferred or successfully bid into a Ranger I classification from another full-time permanent District classification.
- Five (5) years is qualifying for personnel who are new employees of the District.

Park Rangers will qualify for Park Ranger II by completing:

- Complete POST Level III training

AND 5 of the 9 options below

- Verbally bi-lingual (evaluation needed)
- Water Treatment
- Waste Water Management, Grade 2
- Qualified Applicator's Certificate (QAC)
- Houseboat inspection proficiency (evaluation and training needed)
- POST Level II
- Water Craft proficiency (evaluation needed)
- Wildland Firefighting
- Construction/Carpentry Competency (evaluation needed)

TYPICAL PHYSICAL DEMANDS:

The physical and mental demands of this position are described below. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

- Operates District vehicles and equipment used in construction, maintenance, and repair work.
- Must be able to push, pull, reach, and lift equipment and parts weighing up to fifty (50) pounds.
- Stoops, kneels, crouches, crawls, and climbs during field maintenance and repair work.
- Works in an environment with exposure to dust, dirt, and/or weed abatement chemicals, and significant temperature changes between heat and cold.
- Communicates orally with District staff in face-to-face, one-to-one settings.
- Regularly uses a telephone and radio for communication.
- May sit or stand and walk on uneven terrain for extended time periods.
- Sufficient hearing, vision, and eye-hand coordination to maintain good awareness during maintenance and construction jobs.

Sitting: Remains in a seated position for up to eight (8) hours per day
Standing: Remains in a standing position for up to eight (8) hours per day.
Hands/Arms: Operates equipment for up to eight (8) hours per day
Lifting: Raises and lowers supplies and equipment up to fifty (50) pounds.
Stooping: Bends body downward and forward by bending at the knees or waist
Talking: Expresses ideas and shares information by means of spoken work in person and by telephone.
Hearing: Hears well enough to receive communications in person and by telephone.
Vision: Operates vehicles and office equipment.

ENVIRONMENTAL FACTORS:

- Exposure to the sun: 90% or less work time spent outside a building and exposed to the sun.
- Work performed in an outside environment with exposure to dust, dirt and significant temperature changes between heat and cold.

ESSENTIAL MENTAL ABILITIES:

- Exercise independent judgment.
- Self directing and organized.
- Reason objectively.
- Assess, project and plan work activities on a daily and weekly basis.
- Document concisely, accurately and timely.