

POSITION DESCRIPTION

Title: Park Manager (Live Oak Landing and Campground)

Department: Parks Department

Job Analysis: November 2020

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Horticulturist, County Administrator

Subordinate staff: Parks Personnel

Internal contacts: Parks Personnel, Administrative staff and County Employees

External contacts: General Public, State and Federal Officials

Status: Classified/Part-Time/Non-Exempt (309)

Job Summary

Responsible for overseeing the operation and maintenance of the Live Oak Landing County Park and campground. Campground oversight includes administration and maintenance of the campground and accommodations reservation system, campground cleanliness of grounds, bathrooms and facilities. In addition, position is responsible for overseeing scheduled activities such as fishing tournaments to ensure a safe and pleasant environment for park visitors as well as overall park beautification, maintenance, security, and cleanliness.

Job Domains

A. Supervision

1. Supervise daily work routines of park staff; monitor work-in progress; make the spot corrections when necessary.
2. Inspect finished work for compliance with specifications.
3. Make sure all park facilities and grounds are kept up to standard.

B. Administration

1. Ensure that the campground and accommodation arrivals checklist is updated daily and that inconsistencies are investigated immediately. Plan for necessary maintenance and repairs for equipment; orders parts, supplies, as required.

2. Complete follow through of no-show, late cancellation charges, and cancel site reservations.
3. Provide and collect daily paperwork and reports as required.
4. Responsible for retrieval and submission of boat launch fees to the Finance and Accounting Department in accordance with policy.
5. Assist Administration staff with reservations for Park events.
6. Ensure that all events held at the Park follow rules and procedures.

C. Maintenance

1. Maintains park structures, facilities, equipment and grounds through routine, preventive, and corrective maintenance practices in all areas including, but not limited to plumbing, carpentry, and electrical. Conducts routine inspections to ensure proper maintenance standards are met. Maintains cleanliness of grounds and facilities. Maintain park facilities, and campground by subordinates and campground hosts. Request assistance from needed County departments and personnel as needed.

D. Visitor Services

1. Explains facilities and services provided for public use, enjoyment and education; meets visitors, answers questions, provides information and directions. Attempts to resolve visitor complaints while maintaining good public relations.

E. Protection

1. Performs routine patrols and security checks; ensures adherence to the park rules and County policies. Opens and/or secures park facilities as appropriate. Interprets and enforces park rules pertaining to all resources and facilities and use thereof for the safety and enjoyment of the visitor. Responsible for security of boat launch fees. Perform other duties as assigned.

F. Miscellaneous

1. Perform various duties including operation of equipment and manual labor as required in emergencies or other critical situations.

Knowledge, Skills, and Abilities

(Any item with an asterisk will be taught on the job.)

1. Knowledge of park rules and regulations*.
2. Knowledge of park amenities including trails*.
3. Verbal skills to explain procedure and work methods, counsel with subordinates, and make oral reports to County personnel.
4. Technical skills necessary to use a personal computer for functions such as e-mail, internet access, developing spreadsheets, and report writing.
5. Knowledge and ability to operate electronic equipment including computer, phone and communications radio.

6. Knowledge of excellent customer service principles.
7. Verbal communication skills.
8. Competent mathematical skills.
9. Ability to follow directions.
10. Ability to establish and maintain positive working relationships with those contacted in the course of work at all levels, including a culturally diverse public, with a focus on quality service to internal and external customers.
11. Ability to remain calm under pressure.
12. Writing skills to fill out data reports and write various construction plans and procedures.
13. Reading skills to understand maps, blueprints, manuals, etc.
14. Skills in planning and scheduling.
15. Knowledge of occupational safety and health requirements.

Other Characteristics

1. Willing to work non-standard hours as necessary.
2. Willing to attend meetings and other work activities.
3. Willing to attend training seminars.

Minimum Requirements

1. Graduation from high school or satisfactory completion of an acceptable General Education Development (GED) test.
2. Possess a valid driver's license.

POSITION DESCRIPTION

Title: Park Attendant (Live Oak Landing and Campground)

Department: Parks Department

Job Analysis: November 2020

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Park Manager (Live Oak Landing), Horticulturalist, County Administrator

Subordinate Staff: None

Internal contacts: Elected Officials, Baldwin County Commission Employees

External Contacts: General Public

Status: Classified/Part-Time/Non-Exempt (303)

Job Summary

Under supervision, performs a wide variety of public contact service involving tourist, campers, boaters and visitors. The Park Attendant will help improve the visitor experience to Live Oak Landing. In addition, the Park Attendant will have the opportunity to serve in many capacities of the daily operations including hospitality and other requisite administrative tasks in support of park visitors and staff. Maintenance work in performing manual labor tasks in the, upkeep and repair of public parks grounds.

Job Domains

1. Explains facilities and services provided for public use, greets visitors, answers questions, collects fees as directed, assists with answering phones, makes reservations and provides information and directions.
2. Accurately maintain logs and accounts for all revenue collected in accordance with County policy.
3. Maintain inventories of necessary supplies.
4. Convey and enforce park rules and regulations.
5. Patrol or monitor premises to prevent theft, violence, or infractions of park rules and maintain security of premises.

6. Communicate with staff and public safety officials during emergencies and report public hazards.
7. Conduct litter pick-up as needed.
8. Clean park restrooms as needed.
9. Maintains the cleanliness of the grounds and the facilities.
10. Prepares forms and reports on a wide range of subjects including fees, receipts, visitor use, accidents, equipment logs, purchasing documents and rental agreements.
11. Upholds regulations regarding park use, patrols campgrounds, directs vehicular and pedestrian traffic.
12. May perform other duties as assigned and assist other employees with park projects.

Knowledge, Skills, and Abilities

(Any item with an asterisk will be taught on the job.)

1. Knowledge of park rules and regulations*.
2. Knowledge of park amenities including trails*.
3. Knowledge and ability to operate electronic equipment including computer, phone and communications radio.
4. Knowledge of excellent customer service principles.
5. Verbal communication skills.
6. Competent mathematical skills.
7. Ability to follow directions.
8. Ability to establish and maintain positive working relationships with those contacted in the course of work at all levels, including a culturally diverse public, with a focus on quality service to internal and external customers.
9. Ability to remain calm under pressure.

Other Characteristics

1. Be willing to work non-standard hours, including weekends or holidays, as needed.
2. May be required to work alone for extended periods of time between visitors and/or in inclement weather.

Minimum Qualifications

1. Graduation from high school or satisfactory completion of an acceptable General Education Development (GED) test.
2. Possess a valid driver's license and be insurable by the County's insurance standards.

POSITION DESCRIPTION

Title: Camp Host (Live Oak Landing and Campground)

Department: Parks Department

Job Analysis: November 2020

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Park Manager, Park Attendant (Live Oak Landing), Horticulturist

Subordinate Staff: None

Internal contacts: Elected Officials, Baldwin County Commission Employees

External Contacts: General Public

Status: Use of a campsite and all utilities at no charge for the duration of the term of service. Minimum term two (2) months.

Job Summary

Under supervision of Park Manager, performs a wide variety of public contact service involving campers. The Camp Host will help improve the visitor experience at the Live Oak Campground. In addition, the Gate Attendant will have the opportunity to serve in many capacities of the daily operations including hospitality and other requisite administrative tasks in support of park visitors and staff. maintenance work in performing manual labor tasks in the, upkeep and repair of public parks grounds

Job Domains

1. Greet and assist visitors upon check-in/arrival, answer questions and explain regulations which apply to them. Distribute maps, copies of park rules and regulations, and brochures about Park. May assist campers in locating a campsite, be familiar with local points of interest and the location of services that might be requested by campers such as towing, groceries, churches, tourist attractions and local events.
2. Perform light maintenance work around the campground such as litter pickup, sweeping and stocking of restrooms, provide information to park staff on potential problems and disseminate information to campers.
3. Assist in campground public relations, educational activities, and

special events/activities.

4. Clean campsites by performing minor maintenance tasks such as raking the campsite pad, washing tables, cleaning out fire rings, picking up litter, reporting any damage to your supervisor. Each site must be cleaned after every camper checks out and before another checks in.
5. Patrol or monitor premises to prevent theft, violence, or infractions of park rules and maintain security of premises. Host shall not attempt to discipline or apprehend any park violators. Host will report all disturbances to park staff or law enforcement depending on situation.
6. Monitor vacant and occupied camp sites and report information to Park Manager and Park staff.
7. Host must set an example by being a model camper practicing good housekeeping at all times in and around their assigned site and by observing all rules and regulations.
8. Host is expected to work most weekends and all holidays during their term. Be observant for activities within the campground requiring immediate attention - ranging from a tree needing to be trimmed to a problem camper. Notify the park manager as these problems arise.
9. Other minor tasks that might be asked of a Campground Host:
 - * Straighten barrier posts
 - * Sweep cobwebs from buildings
 - * Trimming or weeding
 - * Keep track of occupied or vacant campsites
 - * Direct campers to their reserved site
 - * Assist park staff with camper reservation process
 - * Inform incoming campers where family or friends are located.
10. Keep a written report of complaints and criticism of park facilities, report situations that could affect the health and safety of visitors and report any maintenance items which need immediate attention. May maintain other written records as requested by the Park Manager.
11. Communicate with campers during emergencies.
12. Prepares forms and reports on a wide range of subjects including fees, receipts, visitor use, and accidents.
13. May perform other duties as assigned and assist other employees with park projects.

Knowledge, Skills, and Abilities

(Any item with an asterisk will be taught on the job.)

1. Knowledge of park rules and regulations*.
2. Knowledge of park amenities including trails*.
3. Knowledge and ability to operate electronic equipment including computer, phone and communications radio.
4. Knowledge of excellent customer service principles.
5. Verbal communication skills.

6. Competent mathematical skills.
7. Ability to follow directions.
8. Ability to establish and maintain positive working relationships with those contacted in the course of work at all levels, including a culturally diverse public, with a focus on quality service to internal and external customers.
9. Ability to remain calm under pressure.
10. Ability to lift up to fifty (50) pounds, unassisted.

Other Characteristics

1. Be willing to work non-standard hours, including weekends or holidays, as needed.
2. May be required to work alone for extended periods of time between visitors and/or in inclement weather.

Minimum Qualifications

1. Graduation from high school or satisfactory completion of an acceptable General Education Development (GED) test.
2. Possess a valid driver's license.