

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or “vacant”):
Vacant

Work Phone:
2. Class Title (i.e. payroll title):
Recreation Services Assistant
3. Working Title (if any)”
Park Ranger
4. Name & Class or First-Line Supervisor
Recreation Services Coordinator 18-08
Work Phone: 261-9295
5. Department, Division, & Section
Public Works – Park Division
6. Work Address
1402 Wingra Parkway
7. Hours/Week: varies-1560 hours annually, averaging 30 hours per week
Start Time: Varied End Time: Varied
8. Date of hire in this Position
9. From approximately what date has employee performed the work that is currently assigned:

10. Position Summary:

This is responsible work representing the Madison Parks Division and the City of Madison in direct contact with the community often requiring independent judgment in difficult situations. Areas of responsibility include customer service, cash management, parks rules and city ordinance enforcement, as well as routine custodial and maintenance, and coordination of seasonal staff. Work also includes providing services to park users, including first aid as required. Under the supervision of the Recreation Services Coordinator, work is performed independently and involves direct citizen contact, at times under stressful circumstances, requiring the ability to mitigate conflict tactfully while maintaining personal and public safety.

Function and Worker Activities (Do NOT include duties done on an “Out-of-Class” basis)

- A. (25 %) Customer service
 1. Provide visitor’s services to park users; answer questions and provide routine customer assistance and information to park users.
 2. Support shelter rentals and Park reservation with facilities services, shelter cleaning and resolving user conflicts as needed.
 3. Support winter shelter operations.
 4. Assist with volunteers and programming.
 5. Collect fees at various park locations.

B. (40%) Enforcement

1. Respond to user inquiries and complaints.
2. Patrol cross-country ski trails, pathways, shelters, and other park venues and sports fields.
3. Interpret policies within established parameters and provide police/procedure clarification.
4. Maintain an accurate log of contacts and actions taken, complete assigned associated reports.
5. Follow established procedures for issuance of citations for parking, permit and ordinance violations.
6. Clear and secure park facilities each night as directed.
7. Enforce, compile and administrate Parks Behavioral Policy.
8. Control Park incident scenes as assigned to ensure that first responders are notified, all necessary information is obtained and all required reports are completed.
9. Testify regarding issuance of citations as required.

C. (25%) Park Maintenance

1. Lead and/or perform building/site maintenance at Madison's Disc Golf Courses, Boat Launches, Dog Parks, and other parks in cooperation with Parks staff.
2. Clean bathrooms and shelters. Paint, post, repair, and replace signs.
3. Remove brush and pick up litter, empty trash and perform minor repairs.
4. Identify/report situations requiring corrective actions beyond your means.
5. Follow pre-established procedures in preparing reports, updating kiosks, general cleaning, posting of signs and customer follow-up as directed.
6. Clear snow from dog parks and winter shelter areas.
7. Collect and process cash operations associated with vending facilities.
8. Perform related work as assigned.

D. (10%) Administration

1. Assign and monitor the work of seasonal PT staff.
2. Monitor stock of supplies, clean, stock and organize Park Ranger vehicles.
3. Act as shift lead for Park Ranger staff as assigned.
4. Review protocol manuals and standard operating procedures as assigned

11. Primary knowledge, skills and abilities required:

Working knowledge of basic business practices related to cashiering/sales and customer service. Working knowledge of facility maintenance principles, equipment and techniques. Working knowledge of and ability to use computer software applicable to the duties of the position, including Microsoft Office, Sharepoint, and other related software. Working knowledge of the principles of situational awareness, to calmly handle difficult situations while maintaining personal safety. Ability to train, assign and lead seasonal workers at diverse locations. Ability to enforce rules effectively. Ability to communicate/explain enforcement policies to offenders and the public. Ability to maintain accurate records and prepare reports. Ability to maintain confidentiality of information. Ability to follow and give oral and written instructions related to public safety and enforcement. Ability to establish and maintain effective working relationships with staff, subordinates and the general public. Ability to deal with persons of varying cultural and ethnic backgrounds where communications may sometimes be difficult. Ability to work effectively with multi-cultural communities. Ability to show empathy and compassion in difficult situations. Ability to work independently. Ability to work (walk and/or drive) under adverse weather conditions. Ability to learn to use a two-way radio, computerized hand-held ticket-writer, and other related equipment. Ability to hear and speak clearly while operating a two-way radio. Ability to maintain adequate attendance during varied work schedules.

12. Special tools and equipment required:

Safely operate a motor vehicle off road, on bike paths and under hazardous conditions as required.

Ability to operate and communicate effectively over a radio following standard law enforcement protocols.

13. Required licenses and/or registration

Possession of a valid driver's license and ability to meet the transportation requirements of the position.

Certification in First AID/CPR

Ability to pass a standard law enforcement background check including fingerprinting

Must obtain eTime Basic operator and Mobile Data Terminal certification within 3 months of hire

14. Physical requirements

- a. Ability to operate a motor vehicle
- b. Ability to do heavy lifting (up to 50 pounds and heavier objects with another employee)
- c. Ability to perform heavy manual labor, maintenance, custodial and repair tasks in the outdoors under adverse weather conditions
- d. Ability to walk great distances, bend, stoop, lift, etc.

15. Supervision received (level and type)

Work is performed independently; under limited supervision of the Weekend Supervisor.

16. Leadership responsibilities

- This position is responsible for supervisory activities (Supervisory Analysis Form attached)
 has no leadership responsibility
 provides general leadership (please provide detail under Function Statement)

SUPERVISOR

DATE

17. Employee Acknowledgement:

- I prepared this form and believe that it accurately describes my position
- I have been provided with this description of my assignment by my supervisor
- Other comments (see attached)

SUPERVISOR

DATE

18. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position
- I have reviewed this form as prepared by the employee, and believe that it accurately describes this position
- I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached)
- I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions)
- Other comments (see attached)

SUPERVISOR

DATE

Note: Instructions and additional forms are available from Human Resources Dept., Room 501 City-County Bldg. or by calling 266-4615