

PARK RANGER

CLASS DESCRIPTION

General Responsibilities:

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.

Examples of Duties and Responsibilities:

Enforce rules, regulations, and ordinances relative to parks facilities and boat launches. Enforce the Parks Behavioral Policy. Follow established policies and procedures for issuance of citations for parking, permit, and ordinance violations. Respond to user inquiries and complaints. Provide policy/procedure clarification. Interpret policies within established parameters. Clear and secure parks facilities each night as directed. Control Parks incident scenes as assigned. Maintain an accurate log of contacts and actions taken. Testify as required regarding citations and rules violations. Review protocol manuals and standard operating procedures as assigned.

Provide visitor services to parks users, answering questions and providing routine customer assistance and information to parks users. Support shelter rentals and park reservations with facilities services, cleaning shelters and resolving user conflicts as required. Support winter shelter operations. Assist with volunteers and programming. Collect fees at various park locations.

Assign, and monitor the work of a large staff of seasonal (and special events) workers at diverse locations. Exercise judgment in recommending schedules based on program needs and staff availability. Inform supervisor or leadworker of infractions/ problems.

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. Clean bathrooms and shelters. Paint, post, repair and replace signs. Remove brush and pick up litter. Empty trash and perform minor repairs. Identify and report situations requiring repair, maintenance, or corrective actions to appropriate staff. Follow pre-established procedures in preparing reports, updating kiosks, general cleaning, posting signs, and customer follow-up as directed.

Patrol cross-country ski trails, pathways, shelters, and other park venues and sports fields. Clear snow from dog parks and winter shelter areas.

Collect and process cash operations associated with vending facilities.

Monitor stock of supplies. Clean, stock, and organize Park Ranger vehicles.

Perform related work, as assigned.

QUALIFICATIONS

Knowledge, Skills and Abilities:

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.

Training and Experience:

Generally, positions in this classification will require:

One year of experience in a public contact job requiring the communication of organizational policies and standards. Possession of a bachelor's degree in a related field such as Criminal Justice, Natural Resources, or Recreation Management may be substituted for the experience requirements. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

Possession of a valid Wisconsin driver's license.

Certification in First Aid/CPR or the ability to obtain the certifications within the probation/trial period. Failure to obtain this certification within the probation/trial period will result in the employee not passing probation/trial period, absent extenuating circumstances.

Incumbents will be expected to pass a standard law enforcement background check, including fingerprinting.

Physical Requirements:

Employees in this position will be required to lift objects weighing up to 50 pounds and must be capable of lifting heavier objects with another employee. Employees perform heavy manual labor, custodial, and repair tasks outdoors, in all weather conditions. This position requires a high percentage of work outdoors in all types of weather while walking or standing. Employees are expected to walk great distances, including over varied and uneven terrain. In addition, employees must be able to frequently bend, twist, squat, climb and reach for extended periods of time.

Department/Division	Comp. Group	Range
Parks	16	10

Approved: _____
Brad Wirtz
Human Resources Director

Date