



Duty Statement

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Coastal Field Division	Senior Park Aide (Seasonal)	549-742-1035-901
DISTRICT/HQ SECTION	WORKING TITLE	CBID
SLO Coast District	Senior Park Aide	E
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT
Museum Sector / 740	Hearst Castle Ticket Office	
STATE HOUSING (Check if applicable)		IMMEDIATE SUPERVISOR
<input type="checkbox"/> State Housing may be required.		Administrative Officer I & II
POSITION DESCRIPTION		
<p>This position works under the direct supervision of the Administrative Officers I & II in the Hearst Castle Ticket Office and the general direction of the Staff Services Manager II. The incumbent assists in the needs of Ticket Office duties in the Museum Sector Tour program. The reporting location is the Ticket Office at the Visitor Center of Hearst Castle®. The general responsibilities of the position is high public contact in an environment with critical time-sensitive deadlines. Accuracy and speed are important but secondary to tact and patience in resolving visitor and reservation issues.</p>		
ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES AND IS FREE FROM DISCRIMINATION.		
ESSENTIAL FUNCTIONS:		
%	TASK/DUTIES	
50%	<p><u>Public Contact</u></p> <p>Meet and greet the public while maintaining a positive customer service approach. Provide detailed information, as needed, on the tours available for visitors. Disseminate information about the rules and regulations to park visitors in person or by written communication. Make modifications to reservations for visitors as needed. Successfully handling reservation issues. Scan wristlets and load the tour buses at bus boarding areas within the established timeframes. Helped with bus boarding duties, including covering breaks, helping resolve issues, making sure guests were at the correct gate, and escorting guests to the bus boarding area from the Visitor Center kiosks. Report reservation/computer problems to Supervisor/Lead. Effectively communicate with other park personnel and concessionaires. Will work at the Visitor Center's front desk and give directional information within the facility and general/specific information about the local area, including tourist facilities, camping, and directions to other areas. Window 9 duties include emailing, processing complimentary tours for employees, answering the Accessible line, and returning phone calls. Handle Lost and Found items, document, and follow processing procedures Selling second tours at Hearst Castle hilltop Assist in training other seasonal employees as needed. Create and maintain a positive working environment.</p>	
30%	<p><u>Basic Accounting/Math Skills</u></p> <p>Handle and accurately account for cash and credit card sales of tours on a daily basis. Balance cash handling accurately on a daily basis. Sell tours, confirming a time and date for each visitor. Make correct change for customers.</p>	



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	Prepare accurate records of daily transaction activities. When necessary, prepare concise and clear explanations for overages/shortages in cash collections by memo form.	
10%	<u>Computer Operations</u> Become proficient in the operation and basic maintenance of one or more reservation system PCs, which include daily downloads and printouts. Basic knowledge and understanding of EXCEL, WORD, POWER POINT software.	
5%	<u>General Housekeeping</u> Maintain a clean work environment. Maintain supplies for Ticket Office operation. Post updated bulletins.	
MARGINAL FUNCTIONS:		
%	TASK/DUTIES	
5%	Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and trainings and prepare administrative paperwork to meet operational needs.	
TYPICAL WORKING CONDITIONS		
Employees conducting the duties of this position may work shifts ranging from 4 to 10 hours depending on operational needs, must be able to work in all kinds of weather conditions, interact tactfully with visitors from all over the world, and stand for long periods of time.		
TELEWORK DESIGNATION:		
This position is designated as Not telework eligible.		
SPECIAL REQUIREMENTS:		
The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.		
SUPERVISOR STATEMENT:		
I CERTIFY THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE WITH A COPY OF THIS DUTY STATEMENT.		
SUPERVISOR NAME (PRINT OR TYPE)		SUPERVISOR SIGNATURE
		DATE
EMPLOYEE STATEMENT:		
I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.		
EMPLOYEE NAME (PRINT OR TYPE)		EMPLOYEE SIGNATURE
		DATE