GREATER VALLEJO RECREATION DISTRICT

VISITOR SERVICES COORDINATOR

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To plan, assign and supervise the daily activities of the Visitor Services Monitors; ensure compliance with District regulations; to provide information to the public; and to perform a variety of technical tasks relative to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Parks Grounds Supervisor or Lead Worker

Exercises direct supervision over Visitor Services Monitors and weekend/holiday maintenance staff.

ESSENTIAL FUNCTION STATEMENTS- Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Plan, assign, supervise, and review the work of visitor services monitors and weekend maintenance staff responsible for providing services in assigned park.

2. Participate in the selection of Visitor Services Monitors; conduct or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

3. Oversee and perform Visitor Monitor duties including ensuring compliance with District regulations, providing visitor information and providing responsible land stewardship.

4. Coordinate ongoing maintenance activities with maintenance personnel on assigned District parks; perform minor maintenance duties including removing litter.

5. Travel to various park locations to collect fees collected by Visitor Services Monitors; balance fees collected; deposit funds to bank.

6. Perform visitor information; respond to public inquiries.

7. Coordinate with police and fire agencies regarding matters of public safety and other related concerns.
Visitor Services Coordinator (cont.)

8. Ensure public compliance with District regulations.

9. Recommend and assist in the implementation of District goals and objectives; establish schedules and methods for providing responsible stewardship of lands; implement policies and procedures.

QUALIFICATIONS

Knowledge of:

Principles of supervision, training and performance evaluation.
District rules and regulations as they apply to park use.
District lands and boundaries.

Ability to:

Supervise, organize, train and evaluate the work of assigned employees.
Enforce pertinent District regulations applicable to park rental and use.
Interface effectively with the general public and handle sensitive situations.
Direct others in emergency situations.
Operate a vehicle.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain way to obtain the knowledge and abilities would be:

Experience

Some experience in the protection, operation, Customer Service, Supervision, and preferably maintenance of a park, forest or public recreation area.

Education:

Equivalent to the completion of the twelfth grade.

License or Certificate

Valid California driver’s license required.
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WORKING CONDITIONS

Environmental Conditions
Field environment, travel from site to site; exposure to potentially hostile environments; exposure to inclement weather conditions within park lands; work on uneven surfaces in monitoring duties.

Physical Conditions:
Essential functions may require maintaining physical condition necessary for walking or standing for prolonged periods of time; operating motorized vehicle.