

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

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| Position Title: Parks and Open Space Worker I Parks and Open Space Worker II | Job Family: 4 |
| General Classification: Front-Line | Job Grade: 3 7 |

Definition: Under general supervision, performs a variety of patrol and related duties informing the public about City land and trail use regulations and etiquette to ensure safe and efficient access for the public and staff. Responds to requests and inquiries from the public and provides visitor information as necessary. Performs and assists with some unskilled and semiskilled maintenance work.

Distinguishing Characteristics:

Parks and Open Space Worker I: This is the entry-level class in the Parks and Open Space Worker series. This class is distinguished from the Parks and Open Space Worker II by the performance of the more routine tasks and duties assigned to workers in this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to established procedures and guidelines as are positions allocated to the II level. Because this class is typically used as a training class, employees may have only limited or indirectly related work experience. Employees work under immediate supervision while learning job tasks.

Receives immediate supervision from the Supervising Parks and Open Space Worker. May receive technical and functional supervision from a Parks and Open Space Worker II.

Parks and Open Space Worker II: This is the full journey-level class within the Parks and Open Space Worker series. This class is distinguished from the Parks and Open Space Worker I by the assignment of the full range of duties assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

Receives immediate supervision from the Supervising Parks and Open Space Worker. May exercise technical and functional supervision over less senior Parks and Open Space Workers and hourly staff.

Position Title: Parks and Open Space Worker I
Parks and Open Space Worker II

Page 2 of 4

Examples of Duties: Duties may include, but are not limited to, the following:

1. Patrols and monitors an assigned area to ensure safe and proper use of City lands and facilities, and deters crime and misuse of City lands and facilities by maintaining a highly visible presence.
2. Observes situations and reports suspicious criminal activity or hazardous conditions to proper authority.
3. Greets and engages the public and provides information, directions, and assistance in variety of situations.
4. Informs and educates public about City ordinances, codes, and regulations; issues verbal warnings.
5. Monitors use of barbecue areas to ensure compliance with barbecue reservation procedures.
6. Provides assistance at special functions and events.
7. Assists in the maintenance and repair of trails and open space such as performing and/or assisting with minor fence repair, bench removal and reinstalls, sign installations, painting, graffiti removal, and removing debris from trails and roadways.
8. Completes incident reports, daily logs, and performs related record-keeping duties.
9. Performs other related duties as assigned.

Minimum Qualifications:

Parks and Open Space Worker I

Knowledge of: English usage, spelling; techniques for providing a high level of customer service to the public and City staff, in person and over the telephone; techniques for effectively dealing with a variety of groups and individuals; safe work practices.

Position Title: Parks and Open Space Worker I
Parks and Open Space Worker II

Page 3 of 4

Ability to: Learn the organization, procedures, and operating details of the assignment; effectively communicate City ordinances, codes, and regulations; assist in the implementation of programs and events; use and operate a variety of tools and equipment related to unskilled and semiskilled maintenance; work independently in the absence of supervision; deal effectively with a variety of groups and individuals; communicate clearly and concisely, both orally and in writing; understand and carry out oral and written directions; prepare clear, accurate, and grammatically correct reports, records, and other written materials; establish and maintain effective work relationships with those contacted in the course of work.

Parks and Open Space Worker II

In addition to the requirements for Parks and Open Space Worker I:

Knowledge of: Organization, procedures, and operating details of the assignment.

Ability to: Provide work assignments as directed to lower-level personnel or temporary employees.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Parks and Open Space Worker I

Education equivalent to the completion of the 12th grade and one year of work experience requiring frequent public contact, customer service, and the interpretation of rules and regulations.

Parks and Open Space Worker II

Education equivalent to the completion of the 12th grade and one year of experience performing duties equivalent to the Parks and Open Space Worker I in the City of Mountain View.

Required Licenses or Certificates: Possession of a valid California Class C Driver License.

Position Title: Parks and Open Space Worker I
Parks and Open Space Worker II

Page 4 of 4

Working Conditions: This position requires outdoor work. Required to work various hours, including evenings and weekends.

Established: July 2018

Revised:

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Parks and Open Space Worker I-II