



State Park Assistant Manager Series A, B PG 16 to PG 18

These positions serve as assistant park managers responsible for customer experience, supervision of staff and park operations at specific parks. Manager pay grades depend on the overall complexity, visitation level and size of the park to which a position is assigned. Previous experience in park operations and maintenance, or college education in park management is preferred, but technical maintenance skills are not required. Basic First Aid & CPR certification are required. Working in excess of 48 hours per week is required at times. Weekend and evening work also are required. In-park residency is usually required, for which housing is provided.

State Park Assistant Manager A

DEFINITION:

This is a professional park managerial position that is responsible for assisting in supervising and managing the daily operation and maintenance of small to medium state parks that are non-complex in nature. Park operations may include concessionaire, swimming, snack-bar, boat rentals, nature center, interpretive programs, hiking trails and/or other activities. Duties include assisting with or performing the following activities: opening and closing the park for the park season; training, supervising and evaluating seasonal employees, volunteers and volunteer groups; managing the park office; managing campground reservations; responding to emergencies; maintaining accurate computerized records, and promoting Vermont State Parks and its programs with significant public contact while providing excellent customer service. This position reports to a State Park Manager for supervision and performance evaluation.

** - Complexity for a park is determined by evaluating specific park attributes including (but not limited to) its size, the intensity of visitation, staffing levels, and types of concessions present.*

EXAMPLES OF WORK PERFORMED:

Assists with or in the absence of the park's lead manager, performs the following activities: manages park operations and maintenance, including personal participation in all the duties supervised. Trains and manages seasonal staff in all required duties. Develops staff schedule and authorizes time reports. Evaluates staff members and facilitates conflict resolution as needed. Actively facilitates relationships within the community, including the recruitment, training and supervision of local volunteers and volunteer groups. Receives and processes camping registrations. Promotes park programs. Manages park amenities as appropriate for the park such as shelter reservations, boat rentals and concession sales. Collects fees and practices excellent cash handling procedures while maintaining accurate computerized attendance and accounting records. Reconciles bank deposits to those records. Maintains all park facilities and grounds in a neat, clean and safe condition. Answers questions and is knowledgeable about the history, amenities and natural resources of the park and surrounding area. Collaborates with regional maintenance staff to perform and accomplish general building and facility repairs. Maintains park signage. Manages inventory and orders supplies. Maintains a strong park presence to ensure safety and enjoyment of the resource for all. Administers the park rules and regulations. Responds to emergencies, provide emergency first aid and assist other emergency response organizations. Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Knowledge of the operation, rules, safety and maintenance of a state park.
- Demonstrated level of computer proficiency including email, internet, and file storage.
- Ability to learn new software systems and maintain computerized payroll, attendance and fee collection records.
- Strong leadership, organization and decision making skills.
- Strong managerial skills that include the ability to plan, organize, schedule and supervise the work of others.
- Excellent customer service skills at all times and under pressure.
- Ability to facilitate, establish and maintain effective and positive working relationships with park personnel at all levels, community partners (that may include governmental, educational and non-profit organizations) and the general public.
- Excellent verbal and written communication skills.
- Ability to tactfully enforce park rules and regulations.

ENVIRONMENTAL CONDITIONS:

Work often occurs outdoors in all weather and temperature extremes of the May through October Vermont season. Regular use of hand and power tools and equipment such as hammers, hand saws, string trimmers and lawn mowers. Significant time may also be spent within the park office/contact station in a non-air conditioned environment. Duties require considerable interaction with the public. Position requires weekend work, evening work, overtime hours, on-call status, and seasonal residency in the park area.

MINIMUM ELIGIBILITY REQUIREMENTS

- Education:
High school graduation or equivalent and two years of experience in any combination in the following areas: park operations, buildings or ground maintenance, recreation, tourism, hospitality, customer service, conservation or related field.

OR

High school graduation or equivalent and two years of college in one of the above fields.

- Required Current Certifications:
Basic First Aid Certification
CPR Certification
Valid Driver's License



State Park Assistant Manager B

DEFINITION:

This is a professional park managerial position that is responsible for assisting in supervising and managing the daily operation and maintenance of a small to medium moderately complex* multi-use state park. Park operations may include concessionaire, swimming, snack-bar, boat rentals, nature center, interpretive programs, hiking trails and/or other activities. Duties include assisting with or performing the following activities: opening and closing the park for the park season; training, supervising and evaluating seasonal employees, volunteers and volunteer groups; managing the park office; managing campground reservations; responding to emergencies; maintaining accurate computerized records, and promoting Vermont State Parks and its programs with significant public contact while providing excellent customer service. This position reports to a State Park Manager I, and/or regional ranger supervisor for supervision and performance evaluation.

** - Complexity for a park is determined by evaluating specific park attributes including (but not limited to) its size, the intensity of visitation, staffing levels, and types of concessions present.*

EXAMPLES OF WORK PERFORMED:

Assists with, or in the absence of the park's lead manager, performs the following activities: manages park operations and oversees maintenance, including personal participation in all the duties supervised. Trains and manages seasonal staff in all required duties. Develops staff schedule and authorizes time reports. Evaluates staff members and facilitates conflict resolution as needed. Actively facilitates relationships within the community, including the recruitment, training and supervision of local volunteers and volunteer groups. Receives and processes camping registrations. Promotes park programs. Manages park amenities as appropriate for the park such as shelter reservations, boat rentals and concession sales. Collects fees and practices excellent cash handling procedures while maintaining accurate computerized attendance and accounting records. Reconciles bank deposits to those records. Maintains all park facilities and grounds in a neat, clean and safe condition. Answers questions and is knowledgeable about the history, amenities and natural resources of the park and surrounding area. Collaborates with regional maintenance staff to perform and accomplish general building and facility repairs. Maintains park signage. Manages inventory and orders supplies. Maintains a strong park presence to ensure safety and enjoyment of the resource for all. Administers the park rules and regulations. Responds to emergencies, provide emergency first aid and assist other emergency response organizations. Performs related duties as required.



KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Knowledge of the operation, rules, safety and maintenance of a state park.
- Demonstrated level of computer proficiency including email, internet, and file storage.
- Ability to learn new software systems and maintain computerized payroll, attendance and fee collection records.
- Strong leadership, organization and decision making skills.
- Strong managerial skills that include the ability to plan, organize, schedule and supervise the work of others.
- Excellent customer service skills at all times and under pressure.
- Ability to facilitate, establish and maintain effective and positive working relationships with park personnel at all levels, community partners (that may include governmental, educational and non-profit organizations) and the general public.
- Excellent verbal and written communication skills.
- Ability to tactfully enforce park rules and regulations.

ENVIRONMENTAL CONDITIONS:

Work often occurs outdoors in all weather and temperature extremes of the May through October Vermont season. Regular use of hand and power tools and equipment such as hammers, hand saws, string trimmers and lawn mowers. Significant time may also be spent within the park office/contact station in a non-air conditioned environment. Duties require considerable interaction with the public. Position requires weekend work, evening work, overtime hours, on-call status, and seasonal residency in the park area.

MINIMUM ELIGIBILITY REQUIREMENTS

- Education:
High school graduation or equivalent and two years of experience in any combination in the following areas: park operations, buildings or ground maintenance, recreation, tourism, hospitality, customer service, conservation or related field.

OR

High school graduation or equivalent and two years of college in one of the above fields.

- Required Current Certifications:
Basic First Aid Certification
CPR Certification
Valid Driver's License