

GOLD BUG PARK

TOUR/FACILITY 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.*

SUMMARY DESCRIPTION

Under direction of the Recreation Supervisor, this position is responsible for the overall supervisory and administrative work required for the safe, efficient and educational operation of the Gold Bug Park guided tour program and general maintenance within historic Gold Bug Park. The guided tour program directly supports the park's public education goals and activities by providing the accurate description, depiction and demonstration of historic mining techniques, principles and operating procedures. To meet these goals this position manages communication and coordination with the Recreation Supervisor regarding the guided tour schedule, scheduling staff and volunteers for guided tours, and filling needed positions with qualified individuals. They will supervise volunteers who are engaged in the meeting, greeting, and education of the guided tours. They must be familiar with all guide tour venues, assisting with tours as required. They will meet, greet and educate the public in understanding the history and importance of Gold Bug Park as it relates to mining operations. Must be able to coordinate tours and their rotations, providing rules and expectations of the park. Will interact with trip leaders, teachers and other representatives as required. This position also directly supervises the daily maintenance needs of the park and its operations, including but not limited to restocking of supplies, leaf blowing, general clean up and light repairs. This position will also work with the park's Gift Shop Coordinator providing assistance as required during the course of the guided tours.

IDENTIFYING CHARACTERISTICS

This classification is responsible for the operation of the Gold Bug Park guided tour program and general park maintenance. Positions at this level provide lead supervision to assigned staff and volunteers, perform the more technical management related work, and perform a variety of specialized duties related to the administration, safe operation and maintenance of Gold Bug Park and its guided tour program. Employees at this level are required to be fully trained and familiar in all procedures related to their assigned areas of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Organize and plan for the overall operation of the parks guided tour program in compliance with city policies and procedures under all general safety requirements and procedural guidelines.
2. Provide training and instruction to volunteers in the presentation of tours.
3. Coordinate with the Recreation Supervisor in scheduling of guided tours and staff.
4. Assist and provide guided tours as required
5. Coordinate with staff and manage tour rotations as required.
6. Provide rules and expectations of the park.
7. Solicit, recruit, new volunteer candidates.

8. Provide an organized, on-the-job staff training program; keep records and make administrative and personnel reports as necessary.
9. Supervise and coordinate the work of staff and volunteers; plan staff/volunteer work schedules according to projected park activities.
10. Meet, greet, and assist the public in understanding the importance of gold mining history and operations.
11. Must have good organizational skills.
12. Must have excellent skills in customer service, employee and volunteer management.
13. General knowledge of Windows based computer operating systems.
14. Verify the work of assigned volunteers for work competency, methods, techniques, and compliance with applicable safety standards and specifications; ensure adherence to safe work practices and procedures.
15. Participates in the development of goals and objectives related to the administration, operation, and maintenance of Gold Bug Park; participates in the development and implementation of related policies and procedures; recommends changes and improvements to existing guided tour operations to ensure compliance with safety and educational goals.
16. Participates in the selection of new volunteers; participates in interviewing and evaluating prospective volunteers.
17. Participates directly in the education and training of volunteers in relation to safe work practices and procedures and public education.
18. Utilizes proper safety precautions related to all work performed.
19. Performs related park maintenance work and duties as required, complying with all applicable safety and work standards.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Basic procedures, methods, and techniques of communication and coordination.
- Principles of lead supervision and training.
- Project planning, implementation, development, and monitoring principles and practices.
- Occupational hazards and standard safety practices.
- Pertinent federal, state, and local laws, codes, and regulations.
- Principles and practices of record keeping.
- Basic office procedures, methods, and equipment including computers and supporting software applications.
- Basic general maintenance skills.

Ability to:

- Lead, organize, and review the work of staff and volunteers.
- Oversee the overall organization and operation of the Guided Tour Program and Park Maintenance.
- Develop relationships and partnerships with volunteer groups and other outside agencies and organizations that assist the park in achieving its goals.
- Interpret, explain, and enforce department policies and procedures.
- Ensure adherence to safe work practices and procedures.
- Demonstrate the proper and safe use of tools and equipment.

- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade. Specialized training or college level course work is desirable.

Experience:

Preferable to have two years of increasingly responsible experience in operational management and methods; must be able to demonstrate familiarity with processes, procedures, methods and techniques as outlined above.

License or Certificate:

Possession of an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed in an indoor/outdoor facility; limited travel to different locations; may be exposed to inclement weather conditions. Works in direct proximity to the public, water and dust; work and walk on various types of surfaces including dirt, gravel, slippery and uneven surfaces; be required to work extended hours as needed.

Physical: Primary functions require sufficient physical ability and mobility to work in a park environment; to lift, carry, push, and/or pull light to moderate amounts of weight of up to 50 pounds; to operate hand tools, machinery and mechanical devices requiring repetitive hand movement; to travel to other locations using various modes of private and commercial transportation; and to verbally and accurately communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.