



VOLUNTEER SERVICES PROGRAM

Volunteer Position Description

RIVERSIDE COUNTY REGIONAL PARK AND OPEN SPACE DISTRICT
Established Date: January 9, 2013
Revision Date: April 17, 2013

PARK ASSISTANT VOLUNTEER

PURPOSE

To support the Riverside County Regional Park and Open Space District (RivCoParks) mission, vision, strategic plans, and provides assistance to staff (employees and volunteers) and operation of local parks and recreation facilities.

POSITION CONCEPT

The primary role of a park assistant is to provide park visitors with information, assistance and services. This is accomplished by encouraging compliance with park rules and regulations, act as a contact for emergencies that occur when a ranger is off duty, and collecting fees from a kiosk when trained and authorized. Depending on the location, additional roles may include staffing a nature center, camp store, interpreting resources, performing light housekeeping and janitorial duties, maintain facilities and performing simple repairs, removing litter, maintain landscaping, and other work as assigned to support park operations.

EXAMPLES OF ESSENTIAL DUTIES

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Represent RivCoParks in a positive manner at all times.
- Greets park visitors, and determines appropriate fees based on usage of park services; collects fees, issues receipts and permits, assigns visitors to various camping areas, and records all registration information.
- Answers inquiries and provides information on park services, rules, and regulations in person and over the phone; observes established procedures to ensure the safety and security of visitors including refusing entry to persons not conforming to regulations.
- Communicate potential or actual problems to park rangers, volunteers do not enforce any park rules or regulations, however, they educate customers of park rules and regulations.
- Participate in custodial duties and the maintenance and cleanup of park structures and grounds; work with park maintenance personnel on minor construction, maintenance, repair, and improvement of park structures, facilities, and grounds.
- Assist with the campground reservation system and bookkeeping (RivCoParks will train on reservation system)

RECRUITING GUIDELINES

- Knowledge of simple record keeping procedures and basic arithmetic.
- Ability to use electronic devices including computer, multi-line phone, printer, fax machine, and cash register.
- Ability to Read, understand, and apply regulations pertaining to the use and operation of County parks; keep accurate records according to prescribed procedures; explain regulations, policies, and procedures in a tactful and courteous manner; work with little supervision.
- Ability to communicate effectively in at least English.

OTHER REQUIREMENTS

- Must be over the age of 18 and physical able to carry out the assigned duties.
- Able to work at least eight hours a month.

PRE-VOLUNTEERING

All volunteer assignments are contingent upon successful completion of a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).

RIVCOPARKS RESPONSIBILITY

- Prepare and train volunteers through orientation, tour, and on-the-job training
- Organize and schedule volunteers in an efficient and timely manner
- Provide the tools necessary for volunteers to complete volunteer assignments
- Evaluate staff (employees and volunteers) performance
- Recognize and reward volunteers as valued members of the staff team

VOLUNTEER'S RESPONSIBILITY

- Work arranged schedule set by Park Ranger Supervisor or designee that could include weekdays, weekends, and holidays.
- Provide excellent customer service to staff and park visitors
- Return loaned supplies and tools
- Provide own transportation, operate County owned vehicle or equipment during work hours.

BENEFITS

- Recognition for your help
- Make a difference in the community
- Free camping opportunities
- Access to park locations
- Discounts to The Cove Aquatics Center
- Volunteer Shirt
- Excess Medical and Auto Insurance
- Gain knowledge and learn new skills
- New Experiences
- Meet new people

SUPPLEMENTAL INFORMATION

To express your interest in this position, go to www.rivcoparks.org, complete and submit the Volunteer Application and a member of our Volunteer Services team will contact you for a personal interview.

Volunteer Signature

Date

Volunteer Name Printed