

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Park Manager

Definition

Performs a variety of professional services in the overall management of a state park or recreation area and is responsible for the administration and management of park activities. Leads two or more employees, volunteers, inmates, or residents in the performance of assigned duties; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on selection, promotions, and reassignments.

Manages, develops, and maintains state parks and other assigned recreation areas. Oversees/monitors the work of contractors, vendors, and concessionaires. Negotiates contracts and writes grants. Administers cooperative farming agreements.

Establishes park goals and objectives, provides a quality recreational experience for the public while assuring enhancement and conservation of area natural resources. Acts as the on-site and off-site representative for the park, manages budget expenditures and direct the acquisition of equipment and materials.

Allocates budget resources to obtain maximum efficiency and benefit. Calculates costs of capital expenditure projects/equipment and is responsible for inventory of park equipment and supplies.

Monitors revenue-producing operations to assure proper and accurate accounting of receipts. Maintains a uniform collection system and reviews the system to ensure maximum operating efficiency.

Manages the park contracts and leases by advertising and receiving bids for service agreements, equipment rentals and leases of farmland. Prepares requests for expenditures to include purchase order requests, claim vouchers, contract documents and receipts.

Prepares and submits written and oral reports to inform agency personnel about project status, including statistical documentation, performance, accomplishments, and recommendations for long-range planning.

Oversees the development, implementation, and evaluation of the park ecosystem management plan to ensure the protection of natural, cultural, and historical resources. Evaluates and monitors visitor impact on recreation areas to protect natural resources and assess developmental needs for long range planning.

Analyzes inspection findings of campgrounds, entrance areas, boat ramps, picnic areas, etc. to evaluate the quality of operations and services. Identifies and prioritizes construction and equipment needs.

Certifies facility and equipment inventories for state audits. Maintains fleet and non-fleet equipment according to operator service manuals. Ensures that utilities are operated efficiently and in such a way that public health and safety are not jeopardized.

Collaborates on resource management issues with other agencies and divisions (e.g., Natural Resource Conservation Service, federal and county conservation agencies, wildlife biologists, geologists, foresters, and archeologists) to assure that all natural resource management issues are coordinated.

Manages water and wastewater resources and facilities to safely provide water to park users. Protects and monitors water resources through water quality testing of beaches. Makes recommendations for lake and stream improvements.

Promotes public relations to increase understanding of the Department's mission and goals. Responds to written, telephone, media, e-mail, and in-person contacts from the public for information or assistance. Disseminates information through media, written articles, radio and television interviews, sport shows, signs, kiosks, brochures, and open houses.

Provides interpretive educational programs to schools, special interest groups, and civic organizations. Initiates and coordinates volunteer work projects and friend groups.

Communicates with local Chamber of Commerce, civic organizations, and area landowners to enhance park and community relations.

Implements and maintains a sign policy for regulatory, informational, and recreational signs. Establishes and maintain roads and trail systems. Assists with the development and maintain a Geographic Information System (GIS) and Global Positioning System for the location of physical resources. Develops and maintain a GIS plan for endangered species, cultural sites, and other sensitive areas.

Enforces park regulations to ensure the safety of the general public and the state-owned property. Handles rule violations and write citations when appropriate. Provides first aid assistance to area visitors to assure their safety. Documents, submits, and files incident reports to assure accurate records.

Collaborates with other enforcement agencies on law enforcement issues. Appears in court to represent the State on summons issued when necessary. Responds to law enforcement and emergency situations. Directs emergency response to accidents, injuries, and other critical situations, coordinating law enforcement and emergency services units.

Competencies Required

Knowledge:

- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Public Safety and Security – Relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Basic Arithmetic – Addition, subtraction, multiplication, and division.
- Geography - Principles and methods for describing the features of land, sea, and air masses, including their physical characteristics, locations, interrelationships, and distribution of plant, animal, and human life.
- Biology – Plant and animal organisms, their tissues, cells, functions, interdependencies, and interactions with each other and the environment.
- Education and Training – Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Clerical – Maintain complex clerical records.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Arm-Hand Steadiness – Keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- Static Strength – Exert maximum muscle force to lift, push, pull, or carry objects.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Instructing – Teaching others how to do something.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Learning Strategies – Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in park and outdoor recreation, natural resource management, biological sciences, hospitality management, or public administration, and experience equal to one year of full-time work in park operations (may include experience as a park laborer, planner, manager, or ranger).
- 2) Five years of full-time work experience in park operations (may include experience as a park laborer, planner, manager, or ranger).
- 3) A total of five years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in park and outdoor recreation, natural resource management, biological sciences, hospitality management, or public administration field equals one year of full-time experience.
- 4) Current, continuous experience in the state executive branch that includes three years of full-time work as a Natural Resource Technician 1 or 2, Park Ranger, or Conservation Officer.

Notes

Within a period of time after hire, as determined by the appointing authority, employees in this class may be required to obtain one or more of the following certificates, licenses, or endorsements:

- A Commercial Driver's License (CDL) and endorsements
- Pesticide Applicator - by the Department of Agriculture and Land Stewardship
- Certified Water and Wastewater system operator

First Aide/CPR will be required within a specified period of time as determined by the appointing authority.

O.C. spray, handcuffing, and defensive tactics training will be required within a specified period of time as determined by the appointing authority.

Effective date: 02/25 KC