

CITY OF OAK HARBOR

JOB DESCRIPTION

Title: *Lead Parks Specialist*
Department: *Public Works*
Reports To: *Public Works Operations Manager - Parks*
Status: *Non-exempt / Non-union*

Job Summary:

The Lead Parks Specialist is responsible for day-to-day work activities in a highly visible Parks environment, including customer services, crew supervision, operations, maintenance, safety, regulatory compliance, reports, special events, projects, and emergency response. This is a working lead that performs duties such as parks rounds, RV Park collections, overall appearance and maintenance of City Beach, facilities and grounds maintenance, troubleshooting, installation, repair and inspections requiring extensive knowledge of the City's parks, safety, equipment and facilities. The position performs designated duties of the Parks Operations Manager as directed, attends meetings, and assists in Parks planning, budgeting, equipment planning, maintenance management program functions, and supervisory activities.

Essential Job Functions:

Work activities involve multiple skills and may include any or all of the following depending on area of assignment, crew needs, emergency services, special projects, and seasonal factors:

1. Direct and supervise day-to-day parks activities; receive and create work orders and allocate work to assigned employees with instructions, equipment, supplies, parts, and other matters. Also be responsible for weekly and daily work plans, meetings, rounds, special projects, and maintaining work priorities.
2. Assist the manager to coordinate a variety of day-to-day activities such as inventories, hazardous tree evaluations, playground equipment selection, purchasing and supplies, installations, customer services, and liaison with Public Works administration and dispatch.
3. Train and develop parks specialists and be responsible for on-the-job coaching, arranging workshops and certification tests or assessing training needs, for example, on horticulture, customer service, or safety. Assist in hiring, provide information for performance evaluations and accomplishments, and assure ongoing training and continued education. Also train inmate crews, community service workers and seasonal workers.
4. Provide continuous information and training for conducting work according to sound safety standards, policies and practices; assure participation of all employees in daily, weekly and ongoing tailgate meetings and workshops.
5. Oversee and serve as a resource to parks specialists and other Public Works personnel on parks operations, management, customer services, and regulatory compliance.
6. Oversee and operate City equipment units such as trucks, front end loader, backhoe, single and tandem-axle dump trucks, and other equipment.
7. Perform difficult as well as regular parks, office, and customer service duties such as rounds, plant and turf maintenance, mowing, raking and striping ball fields, weeding, fertilizing and chemical spraying.
8. Initiate efforts to devise, develop, and adapt plantings, irrigation systems, equipment, work methods and procedures to enhance customer service and accomplish work assignments.
9. Respond, with the Operations Manager, in emergency service matters, RV Park services and collections; oversee crew activities and help coordinate parks activities with other divisions as well as fire, police, and other agencies.
10. Respond to customer and public inquiries and oversee or perform duties such as assessing concerns or complaints, problem solving and follow-up with customers or the public, parks specialists, supervisory personnel, or others as necessary.
11. Establish and maintain cooperative and effective working relationships with City officials, supervisors, co-workers, other City departments and the general public, and respond in a courteous and helpful manner to resolve problems in stressful situations.
12. Responsible for day-to-day operations and collections of RV Park and coin box receipts, as well as posting and monitoring kitchen reservations.
13. Supervise parks specialists and other employees; assist in hiring, training, and certification efforts; participate in performance evaluations and recognize accomplishments. Also supervise camp hosts, volunteers and inmate crews.
14. Direct and perform designated duties of the Parks Operations Manager when appropriate, and in handling day-to-day complaints, reports, and coordination with other divisions and departments.
15. Assist in parks long and short range planning, special projects, budgeting, and reports.

Associated Job Functions:

1. Attend various workshops, continuing education, meetings, seminars, and conferences.
2. Perform other duties and responsibilities as assigned.

Performance Requirements (Knowledge, Skills and Abilities):

- Outstanding ability to assess and respond to critical customer service concerns.
- Knowledge and ability to layout jobs and work plans, arrange for crews, equipment parts, and supplies; oversee traffic controls and safety; and conduct meetings and other start-up functions for day-to-day activities and special events.
- Knowledge of specialized and complex parks development, construction, landscaping, emergency service, maintenance, safety, and repair practices and Federal, State, and City regulations.
- Knowledge and ability to lead, train, direct and develop the skills of parks specialists, special project teams, inmate and community service workers, and seasonal workers, with the ability to cross train other public works staff.
- Knowledge and ability to back-up the Operations Manager, and assist with maintenance management system activities, planning, budget management, and supervisory functions.
- Knowledge of applicable OSHA/WISHA safety regulations and standards, playground and park facility safety and inspection requirements, and the ability to implement, train or ensure training of staff in the safe and effective operation of equipment and facilities.
- Basic knowledge and ability to troubleshoot mechanical and electrical problems.
- Good judgment and customer service problem-solving skills to lead parks activities and resolve unusual and complex problems.
- Oral and written communication skills to perform lead duties and provide information, communication, and coordination with City staff, outside agencies and the general public.
- Knowledge of English, spelling, grammar, vocabulary, punctuation and mathematics.
- Ability to enforce, interpret and apply written and oral instructions as well as City ordinances and applicable regulations and standards.
- Ability to represent the Operations Manager and crews with other workers, customers, and the general public, and serve as a resource on complex and sensitive problems, issues, and complaints.
- Ability to perform maintenance management system data entry and retrievals using a personal computer and department software.
- Ability to utilize a variety of specialized parks and public works department equipment such as forklift, riding mowers, gas line trimmers, ditch witch, electric drills, wrenches, compressors, sprayers and chainsaws, portable asphalt/concrete saw; as well as single and tandem axle dump trucks, tractors, front end loaders and backhoes, and hand and power operated tools and equipment.
- Knowledge and ability to maintain Parks Specialist II performance requirements such as required for laying out jobs, leading work crews, special events, rounds, mowing, projects, traffic control and safety, customer service and complaints; reading and interpreting blue prints, specifications, maps, and technical materials; as well as skills with computers with associated software, the maintenance management system, and mobile radios.
- Knowledge of parks and facilities, playgrounds, safety standards and inspection requirements.

Working Environment and Physical Demands:

Work is primarily performed outdoors, with occasional office work, under dirty, uncomfortable, noisy and hazardous conditions, and in all types of weather conditions. Work requires manual dexterity, hearing and visual acuity, and the ability and stamina to perform heavy manual labor; to crawl, climb, bend, twist, stoop, kneel, operate equipment, and perform repetitive moving of items in excess of 50 pounds, and to maintain such activities throughout a work shift. Work may be performed in elevated areas using fall restraints or other safety equipment; may involve risk of exposure to hazardous chemicals or bloodborne pathogens. Weekend and after-hours work is sometimes required, as well as after-hours response to situations and emergencies.

Experience and Training Requirements:

- High school graduation/GED **with** continuing education, workshops and studies, **and**
- Five (5) years of progressively responsible public works related experience **with** a minimum of three (3) years in a public parks environment, **and** two (2) years of lead or supervisory experience, including extensive and complex customer services duties.
- Working knowledge of parks equipment, operations, regulatory, safety and standards; training functions such as required for landscape maintenance, parks development, and community relations.
- Must have and maintain a pesticide/herbicide applicator certificate.
- Must be able to obtain and maintain other certifications in specific areas of work as necessary.

- Must obtain certification as Washington State Department of Transportation flagging, traffic control and safety, as well as CPR and Industrial First Aid Certification within 6-12 months of hire.
- Must pass a Criminal Background and Drivers Abstract check prior to hire.
- Valid Washington State Driver's License and a good driving record.
- Must have valid Commercial Driver's License (CDL) Class A with a tanker endorsement, including Medical Certification, at time of hire.
- Must pass drug screening at time of hire and periodically thereafter at the City's discretion.

A combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential job functions may be considered.

Established: Hulbert 95
Revised: NWM/HR 7/04, HR 3/12, PW/HR 2/15

FLSA: Non-exempt
Salary Range: --

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.