

**CLASS CONCEPT**

The Park Specialist directly provides and/or participates with the Park Manager in the administrative, business and program support activities of an Oregon park and/or management unit(s). Assists a Park Manager or other administrative superior in the ongoing management and direction of a park management unit. The work performed requires a comprehensive knowledge of the specific park management unit(s) to which assigned, park programs, and agency policies and procedures.

**DUTIES AND RESPONSIBILITIES**

The Park Specialist gives technical-level administrative support to a Park Manager, staff, in the areas of recruitment, payroll and leave management, benefits, records, purchasing and inventory, basic accounting, cash handling, leasing, and records management. It explains applicable state and federal laws, rules, policies and procedures to park staff, hosts, and volunteers. Interacts in various situations within a park setting or operation with the general public (e.g., by phone, email, or with walk-ins) to give information, explain rules and policies, clarify and resolve issues, and gain compliance. Maintains personnel, payroll, financial, and program office records. It develops, applies, and revises park office procedures.

The Park Specialist is responsible for the training and orientation of park staff and/or volunteers to ensure compliance with agency policies and procedures, as well as specific directives within a park unit. It coordinates and responds to employee and volunteer related requests for information and provides technical level assistance. It acts as the liaison on behalf of the Park Manager to internal agency offices, and external entities to resolve problems. Work is done primarily in a park management unit in an office setting or the out-of-doors, in all weather conditions.

*The duties listed are characteristic of the type and level of work associated with this class. Individual positions may do all or some combination of the duties described as well as other related duties.*

**DISTINGUISHING FEATURES AND RESPONSIBILITIES**

This is a single classification and not currently part of a class series.

The responsibility to regularly perform specialized administrative, business, and program support activities within a park management unit, in addition to some general office and/or records processing tasks, distinguishes this classification from other office, administrative, or technical classes.

The Park Specialist is responsible for performing a wide variety of routine, and at times non-routine, technical and administrative tasks that can be repetitive and similar in nature. Some areas of work are unrelated, involve multiple steps, and often must be completed in accord with applicable regulations and policies. Problems are resolved and compliance gained through negotiation.

**MINIMUM QUALIFICATIONS & SKILLS**

- Two (2) years of experience as an administrative or program support specialist. Administrative support entails those duties beyond clerical or secretarial such as: interpretation of laws, rules, and regulations; administrative data collection and analysis; evaluation and explanation of administrative processes, operations, or projects; **OR**
- An equivalent combination of training and experience.  
One year of post-secondary education may be substituted for up to one year of the required experience.

**KNOWLEDGE AND SKILLS**

General knowledge of:

- Principles of work organization and efficiencies.
- Processes used to develop short and long range goals and objectives.
- Office practices and procedures and typical computer applications to organize record-keeping systems.
- Research techniques and typical software applications used to collect, analyze, interpret, and report statistical information, such as data base, spread sheet, and word processing applications.

Skill to:

- Perform technical or administrative program support functions requiring independent judgments and decisions under general guidance concerning a course of action to be taken.
- Communicate orally and in writing with a variety of people, answering questions, and gathering and exchanging information.
- Research a variety of sources and analyzing information in order to clarify issues and resolve problems for the public.
- Explain to the public (in person, on the telephone, or in writing) laws, rules or policies relating to a particular program, operation, or service.
- Using policy and procedure manuals, handbooks, or specialized reference materials to research information.
- Communicate with persons of diverse points of view to resolve problems.
- Make independent judgments and decisions to explain and apply laws, rules, or policies.
- Interpret, explain and apply laws, rules, policies, and procedures to specific situations, some of which may be non-routine, to process information and data, answer questions and explain decisions.
- Write or revise procedural instructions and guidelines.
- Skill in composing written communications such as responses to inquiries, narrative reports, instruction or training materials, etc.
- Gather and organize data and preparing reports.
- Use tact and diplomacy with individuals from diverse backgrounds.
- Operate a computer terminal or microcomputer to enter, update, correct and retrieve information; which includes updating computer skills and knowledge on an on-going basis to adapt to changes in technology.

**Note:** The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by the positions in this classification may require different knowledge or skills. No attempt is made to describe every knowledge or skill required for all positions. Additional knowledge or skills will be explained on the recruiting announcement.

Adopted: 05/16

Revised: