

## PRINCIPLE 8:

# OREGON'S PARKS WILL BE TENDED BY PEOPLE WHO LOVE THEIR WORK

An excellent state park system is operated by staff and volunteers who are trained, motivated, challenged and satisfied by what they do. They are committed to professional excellence and to providing memorable experiences for their visitors.

### *Vision:*

*All people who work or volunteer on behalf of Oregon's parks are honored to represent them.*

### *Strategies:*

- Be an employer that people want to work for.
- Recruit and cultivate highly-skilled staff and volunteers who reflect the diversity of Oregon's population and who serve the public enthusiastically.
- Encourage staff to become active with professional associations that build their professional credentials and expand their network of support.
- Monitor staff and volunteers' satisfaction.
- Encourage innovation by creating and sharing new approaches to customer service.
- Recognize and reward excellent work of staff and volunteers.
- Encourage staff and volunteers to take advantage of training and development opportunities.

### *Actions:*

1. Partner with Oregon State University to train staff and volunteers in a new master naturalist program.
2. Evaluate the employee orientation program piloted by our southwest region, and if successful, deploy it statewide.
3. Reallocate field staff classifications to accurately reflect field duties and to compensate them fairly.
4. Identify staff with leadership potential and send them to the retooled Leadership Academy.
5. Attend more job fairs and community events, particularly those events with large, diverse audiences.
6. Encourage staff to try short term job swaps to gain a good understanding and appreciation for all areas of the agency.
7. Offer the following annual training programs: visitor safety academy, interpretive core training, archaeological training and cultural resource management training.
8. Focus the annual managers' planning conference on Centennial Horizon priorities.
9. Provide annual training to OPRD managers on human resource management.

