

BIG BEAR MUNICIPAL WATER DISTRICT

I. JOB DESCRIPTION

TITLE: Lake Ranger I

DEPARTMENT: Operations

REPORTS TO: Lake Operations Supervisor

JOBS SUPERVISED: None

JOB PURPOSE: PROVIDES ASSISTANCE TO THE PUBLIC AND DISTRICT BY:
collecting fees, maintaining facilities and disseminating information

ESSENTIAL JOB RESULTS:

% of Time

15% GREETES AND INFORMS PUBLIC IN PERSON OR BY PHONE BY:
Answering questions and disseminating information about Big Bear Lake and the surrounding area; advising visitors of Lake use fees, Lake regulations and District policies.

10% COLLECTS DATA AND COMPLETES DOCUMENTS BY:
Counting and logging facility users per established procedures.

10% ACTS AS RADIO DISPATCHER BY:
Monitoring District's radio traffic; responding to appropriate radio traffic; relaying necessary radio transmissions; conducting periodic status checks; maintaining accurate radio log transferring radio control to answering service as required.

% of Time

5% ORGANIZES BOAT PERMIT SALES BY:
Completing boat permit applications neatly and accurately; completing daily tally sheets; completing daily permit log for permits sold; investigating any missing or void permits, daily transmission of credit card purchases.

25% COLLECTS BOAT PERMIT FEES AND BALANCES CASH DRAWER BY:
Accepting cash, check or charge payments from the public; making change for cash customers; balancing sales totals with currency, checks and credit card transactions on a daily basis; safely secures all funds per District policies and procedures; provides bank as requested for random audits.

% of Time

25% MAINTAINS DISTRICT FACILITIES BY:
Cleaning restrooms; collecting and disposing of trash; performing a variety of basic landscape and maintenance work; performing heavy physical labor; safely operating hand and power tools and equipment.

1% MINIMIZES PERSONAL INJURY AND DOCUMENTS PERSONAL INJURIES AND ACCIDENTS BY:
Providing trained first aid, CPR and AED; radioing or telephoning for emergency assistance; gathering victim and witness information; taking photographs and recording observations; completing reports.

2% MAINTAINS SAFE TRAFFIC CONDITIONS BY:
Monitoring and directing traffic; reporting unsafe street and facility conditions per established procedures.

% of Time

2% ENSURES APPROPRIATE OPERATION OF EQUIPMENT BY:
Following manufacturer’s instructions and established procedures; calling for repairs; completing preventative maintenance; evaluating new equipment and techniques.

2% PREVENTS LOSSES AND DAMAGE BY:
Reporting vandalism or other irregularities; informing violators of District rules and regulations.

3% MAINTAINS SAFE AND CLEAN WORKING ENVIRONMENT BY:
Cleaning office area after each shift; complying with procedures, rules and regulations.

While achieving the above job results, the following objectives must always be met:

MAINTAINS DISTRICT’S STABILITY AND REPUTATION BY:

Complying with District Rules and Regulations; wearing and maintaining appropriate District uniform per established policy and procedures; applying a professional and diplomatic behavior at all times.

MAINTAINS OPERATIONS BY:

Following policies and procedures; reporting needed changes; performing other job related duties as assigned.

CONTRIBUTES TO DISTRICT’S TEAM EFFORT BY:

Practicing strong interpersonal communication skills; accomplishing related results as needed.

II. JOB QUALIFICATIONS AND JOB EVALUATION DOCUMENTATION

KNOWLEDGE:

EDUCATION: High School Diploma or equivalent (G.E.D.).

EXPERIENCE: Collection and balancing of cash; any position with strong public contact; familiarity with the layout of Big Bear Lake and surrounding area.

SKILLS AND ABILITIES: Excellent public communication skills; phone operation and courtesy; basic math and calculator operation; ability to explain boating laws; radio dispatching; follow oral and written directions with minimum supervision; maintain cooperative and professional relationships with other employees; safely operate vehicles and motor driven equipment

SPECIAL REQUIREMENTS: California Driver's License, good driving record with no multiple or serious accidents or violations during the past two years; this position will be tested for and must pass a certified first aid and CPR class; shall complete AED training.

INFORMATION PROCESSING

Identifies and answers public's questions and concerns; ability to think and react quickly and implement an effective course of action; request appropriate emergency services; principles of work safety.

SCOPE OF RESPONSIBILITY

Disseminates correct public information; ensures compliance with rules and regulations; reconciles daily boat permit sales; completes various maintenance assignments without supervision.

SCOPE OF FINANCIAL RESPONSIBILITY

Collecting, balancing and securing daily revenues per described policies and procedures.

INTERPERSONAL COMMUNICATION

Close daily oral communication with the public in one on one or group situations; often works closely with other employees.

IMPACT ON RESULTS

Incorrect information is an inconvenience to visitors and other employees; incomplete or inaccurate work and inappropriate behavior causes a negative perception of the District; inaccurate revenue collection is detrimental to the District's functions; improper response to safety issues could jeopardize the safety of visitors and other employees;.

DESCRIBE CONTROLS

Able to verify information with supervisor or main office; counseling sessions if necessary, to improve work habits and/or behavior; evaluations and reviews as needed to ensure that all job requirements are met; accurate completion of decal sales tally and ledger sheets after each shift to determine cash collection efficiency; debriefing sessions after incidents if necessary.

CONFIDENTIAL AND SENSITIVE INFORMATION

Visitor phone numbers and credit card information; all employee/personnel information.

WORK SCHEDULE

Seasonal position during the spring, summer and possibly fall months. Required to work days, evenings, weekends, holidays and overtime. Must commit to work the established schedule with no personal time off from Memorial Weekend through Labor Day Weekend.

III. ENVIRONMENT

PHYSICAL DEMANDS

- | | | | |
|---|---|--|--|
| <input checked="" type="checkbox"/> Balancing | <input checked="" type="checkbox"/> Crouching | <input checked="" type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Standing |
| <input checked="" type="checkbox"/> Carrying | <input checked="" type="checkbox"/> Feeling | <input checked="" type="checkbox"/> Lifting | <input checked="" type="checkbox"/> Stooping |
| <input checked="" type="checkbox"/> Climbing | <input checked="" type="checkbox"/> Fingering | <input checked="" type="checkbox"/> Pulling | <input checked="" type="checkbox"/> Walking |
| <input checked="" type="checkbox"/> Crawling | <input checked="" type="checkbox"/> Grasping | <input checked="" type="checkbox"/> Sitting | <input checked="" type="checkbox"/> Talking |

VISION:

20/30, corrected O.K.

- | | | | |
|---|---|---|---|
| <input checked="" type="checkbox"/> Close | <input checked="" type="checkbox"/> Far | <input checked="" type="checkbox"/> Color | <input checked="" type="checkbox"/> Depth |
|---|---|---|---|

HEARING

Must be within normal range

EXPOSURES

- | | | | |
|---|--|---|---|
| <input checked="" type="checkbox"/> Airborne Particles | <input checked="" type="checkbox"/> Extreme Weather | <input checked="" type="checkbox"/> Moving Parts | <input checked="" type="checkbox"/> Toxicants |
| <input checked="" type="checkbox"/> Caustics | <input type="checkbox"/> Explosives | <input checked="" type="checkbox"/> Muscular Strain | <input checked="" type="checkbox"/> Verbal Abuse |
| <input checked="" type="checkbox"/> Cleaning Chemicals | <input checked="" type="checkbox"/> Extreme Temperatures | <input checked="" type="checkbox"/> Noise | <input checked="" type="checkbox"/> Vibration |
| <input checked="" type="checkbox"/> Cleaning Fumes | <input checked="" type="checkbox"/> Flammables | <input checked="" type="checkbox"/> Odors | <input checked="" type="checkbox"/> Vision Strain |
| <input checked="" type="checkbox"/> Electrical Currents | <input checked="" type="checkbox"/> High Places | <input checked="" type="checkbox"/> Physical Abuse | |