

**PARK ATTENDANT  
LITTLE CREEK RESERVOIR  
350**

**DEPARTMENT:** Community Services/Parks and Recreation/Little Creek Reservoir

**NATURE OF WORK:**

Assists patrons and operates park during assigned shift. Duties are performed under the general supervision of the Park Supervisor. Requires outside work in all types of weather. Working hours include nights, weekends, and most holidays.

**ESSENTIAL FUNCTIONS OF THE JOB:**

Oversees the daily operation of the facility on assigned shift. Responsible for the park operation in the absence of the Park Supervisor.

Communicates with other Park Attendants and Park Supervisor to ensure proper staff coverage and suggests schedule changes.

Opens/closes the park. Remains on-site until everyone has left the park and lake.

Assists customers and visitors entering the park. Answers many varied questions, such as hours, rates, rental equipment, fish stocked, fishing conditions, lures, history of lake, etc., and gives the guest an overview of what the park offers. Distributes brochure, rules, map, and fish weight conversion card to all first time visitors.

Answers telephone and responds to inquiries regarding the park. Gives directions to the park. Provides information on present fish being taken, lures used, water condition and weather forecasts. Accepts phone reservations for rental equipment. Answers questions and informs caller of reservation policy. Maintains reservation log.

Prepares and furnishes a weekly summary of fishing conditions and overall results to the Virginia Department of Game and Inland Fisheries.

Assists Park Supervisor at the Little Creek booth in shows at the Bassarama in Richmond and the Bass Expo at the Hampton Coliseum. Distributes literature and answers questions regarding the Little Creek operation.

Delivers the Little Creek brochure on the Peninsula to retail outlets selling fishing equipment/supplies, motels with heavy convention business, and time share resorts. Solicits additional outlets. Resupplies volunteer brochure distributor for the Richmond area as needed.

Sells items to include live bait, contour maps, hats, season passes, and photos. Ensures an adequate supply of sale items is available. Ensures proper rotation of refrigerated live bait.

Operates a standard cash register to record money transactions and furnishes correct change. Ensures adequate distribution of money for the permanent register retention account. Drives to bank for correct change distribution when necessary.

Monitors cash control during assigned shift. Opens/closes out register. Balances cash/check total with register tape. Notes and explains any differences. Completes cash transmittal form listing a breakdown by item, number of units and dollar amount for money received. Places money received, register close out tape and cash transmittal in a locked deposit bag. Places deposit bag in office safe for later transportation to the Account Clerk. Reports discrepancies in the counter number or cumulative cash total on the register tape to the Park Supervisor or Park Facility Coordinator.

Checks registration form for anyone renting a boat, motor, or battery for proper completion and accuracy. Obtains a photo ID to retain until the rental items are returned. Gives customer boat key, pass, motor, battery, and PFD. Records motor/battery unit numbers and PFD totals on the registration form.

Demonstrates the proper motor operation, attachment to boat, propeller depth and wire connection to battery. Assists with loading rental equipment in cart. Transports equipment to pier and set up boat for customers as necessary.

Checks all returning rental equipment against the registration form for missing items. Conducts a visual equipment check for damage due to customer neglect. Informs customer of any damage and arranges for payment of same. Returns customer's photo ID.

Removes the propeller on all returned rental motors to check the shaft for tangled fishing line and bent shear pins. Attaches motor to battery and checks operating condition. Sets aside motors needing repair. Performs repairs if necessary.

Repairs trolling motors in a timely manner to ensure an adequate supply for rental purposes.

Maintains log of repairs and parts for each motor. Furnishes information for parts inventory.

Cleans and recharges returned batteries.

Performs weekly check on all batteries.

Weighs, measures length, girth, and properly identifies fish to determine eligibility for Department of Game and Inland Fisheries citation program. Completes citation registration form with required information on the fish and angler and attests to its accuracy. Records basic information in creel log and on public citation board. Takes photos of fish and angler. Informs angler of special procedure to follow and phones State biologist if it is a State record.

Opening/closing survey made of both docks to ensure all rental boats are in place and properly secured. Removes any trash from boats. Operates bilge pump to remove water from boats.

Maintains bulletin board with pertinent customer information and photos.

Maintains ornamental shrubs and trees, including mulched areas.

Responds to emergencies involving people or property and controls same. Notifies the proper authority in areas requiring law enforcement or medical assistance. Prepares incident/accident reports. Gives immediate notification to Park Supervisor or Park Facility Coordinator.

Maintains and pilots patrol boat on the reservoir. Conducts checks of conditions, responds to emergencies, conducts night time search operation for late/missing boaters, puts out marker buoys, checks passes, and enforces park rules relating to water based activity.

Performs routine maintenance of County property involving the use of hand tools in the areas of carpentry and plumbing. Replace/repairs boat handles, oar locks and tie down chains. Patches minor holes in boats. Prepares and paint boats.

Ensures the appearance and cleanliness of park by policing the area and emptying trash receptacles. Cleans office and rest room.

Maintains various log books relative to the operational aspects of the park including a daily activity log, motor repair/parts log, battery log, season pass log, creel log, reservation log, and late boater log.

Prepares season passes when sold and laminates the cards.

Checks the inventory adequacy of the various items/supplies both used and sold. Notifies Park Supervisor of needs.

Explains and enforces the rules and regulations of both park and lake within the scope of assigned or delegated authority and responsibility.

Provides training and guidance to other Park Attendants and volunteers in rules, regulations, operating procedures, and safe equipment operation.

Ensures compliance with various safety programs and procedures on assigned shift, including the condition of equipment, materials, and working conditions.

Assists and suggest changes to the Park Supervisor in the development of policy and procedures for the Little Creek operation.

Drives County/own vehicle to make deposits, pickups, deliveries, and other errands as needed.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Performs related work as required.

#### **JOB LOCATION AND EQUIPMENT OPERATED:**

Duties are performed at the Little Creek Reservoir Recreation Area and reservoir. Considerable movement is required to perform duties and monitor activities. Operates standard office equipment and cash register, telephone, answering machine, calculator, camera, and laminating machine. Operates/uses common hand and garden tools, hydrometer, and battery charger. Checks damage to and operating function of trolling motors.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Ability to work independently and apply and utilize established policies and procedures.

Ability to handle stressful working conditions while utilizing slack periods in a productive manner.

Ability to work outdoors in all weather conditions.

Ability to communicate effectively and courteously with the public and coworkers.

Ability to operate a standard cash register and make cash transactions.

Ability to explain and enforce policies in a positive, professional manner.

Ability to learn about fishing equipment and its proper use and about freshwater fish found in Virginia, including visual recognition.

Ability to learn and diagnose and repair trolling motors.

Ability to lift and carry 45 pound batteries.

Ability to test batteries with hydrometer and load tester to correctly determine amount of charge to set on the battery charger.

Ability to manage multiple priorities.

Ability to answer questions from the public about the shrubs and trees.

Excellent knowledge of boating safety and small boat handling.

**MINIMUM QUALIFICATIONS:**

Considerable work experience involving public contact/customer service, preferably in a park or recreational facility.

**NECESSARY SPECIAL QUALIFICATIONS:**

Must possess a valid Virginia driver's license.