
City of Seward
Job Description
Job Title: Campground Coordinator



Range:	R10.0 -12.0	Salary:	\$17.94 /hour
Department:	Parks & Recreation	Approved by:	T. Florence, Director
Reports to:	Parks & Campgrounds Operations Supervisor, and/or Parks & Recreation Director	Date:	06/10/20
Supervises:	Park Attendants I - III Park Maintenance Workers I - III		
Position:	Full-Time, Regular		

Summary:

This position is responsible for managing the campground crew including campgrounds operations and maintaining the parks. Responsible for obtaining voluntary compliance of park and campground regulations from park patrons, collecting, recording, depositing camping fees from pay stations in public camping areas, writing and issuing camping receipts for unpaid nights, and collecting and recording campground exit surveys. Participates in a variety of unskilled and semi-skilled work similar to those required of park attendants, including routine cleaning and maintenance of campgrounds and parks. During winter months, will assist in the removal of snow and ice from a variety of City sidewalks, walking paths, and parking areas. Required to work early mornings, late evenings, weekends and holidays as necessary. May be required to work split shifts, work alone during evening shifts and night shifts during holidays or events. May supervise entire Parks crew during absence of Parks & Campgrounds Operations Supervisor.

Essential Duties and Responsibilities:

Manages and understands the operations and processes of the automated pay stations. Effectively and accurately trains staff in the operations and processes of the automated pay stations. Utilizes, manages and understands the pay station software programs, can utilize them for essential permitting duties and can properly train others in those programs

Identifies areas in which camping procedures can be improved and presents a solution-oriented approach and attitude toward quality improvements, effectiveness and efficiency.

Collects data and cash from pay stations, completes and submits accounting forms via prescribed procedures. Safeguards data via mobile devices, office equipment, hard drives, etc.

Downloads campground data from BOSS and IRIS or others, mines essential data for permitting, and prepares compliance forms or permitting sheets for Campground Attendants. Audits automated paystation deposits and staff-written camping permit collections.

Supervises crew and represents department to co-workers, patrons, and the public. Performs administrative duties required for operations and accounting of funds.

Assists in training campgrounds and parks staff and volunteer campgrounds hosts in public relations and hospitality and their essential duties.

Assists in the development of hospitality programs, working with volunteer campground hosts, recreation staff, and supervisors. Assists with campgrounds hosts' and other volunteers' season-end evaluations and recommends improvements.

Reviews work performed by parks and campgrounds staff and provides recommendations to supervisor. Assists with mid-season evaluations of subordinate staff by July 31.

Manages, updates and communicates changes to (up-coming) campground reservation systems which may be on-line or hard-copy.

Cleans and restocks items in restrooms while following OSHA, State of Alaska, and City of Seward safety guidelines.

Picks up and disposes of litter and recyclable material in campground areas.

Assists with the enforcement of regulations relating to use of public parks for camping and assists campers in resolving conflicts or non-compliance. Professionally recommends improvements or clarifications for rules, laws and policy revisions as needed.

Writes and issues camping receipts or citations for unpaid night(s), guides users through the pay station registration process. Documents violations and interacts with Seward Police Department to resolve non-compliance.

When tasked to do so, Coordinator will research and prepare recommendations to convert from paper + employee receipt books for camping non-payment to an onsite payment and/or citation program and facilitate purchase, installation, training and audits.

Prepares bi-monthly City Manager Reports and Monthly Campgrounds Statistic Reports for supervisor.

May liaise with non-City contacts regarding City-authorized contracts such as Alaska SeaLife Center (ASLC) volunteers or ASLC special holiday camping revenue splits. Coordinates with Public Works Department regarding various public aspects of the sewer dump station located within Parks zoned, Waterfront Park campground and similar assignments. Coordinates with Public Works and Electric Departments to turn-on, turn-off and upgrade utilities in campgrounds and campground restrooms and facilities.

Cleans public facilities located in park areas, and performs litter pick-up in public park areas.

Works on projects and maintenance requiring use of hand tools, power shop tools, and outdoor power equipment.

Works directly with caravan groups to confirm campground reservations, scheduling, fee collection, and billing. Maintains updated correspondence with caravan organizations.

Markets campgrounds programs appropriately through social media and press releases.

Provides information and referrals to park and campground patrons in a courteous manner. Provides general information and hospitality to campers regarding local attractions, sites of interest, and on-going activities within the City of Seward and Recreation Department.

Provides information to the department and necessary personnel regarding maintenance and repair needs evident in park or campground areas.

Cleans pavilions, tables, and grills while following OSHA, State of Alaska, and City of Seward safety guidelines.

Provides care and upkeep of issued equipment and vehicle(s) used for the performance of duties.

Records accurate and updated port-a-potty pumping and cleaning data sheet. Usually serves as the main contact between the Campgrounds Staff and the private contractor. Reconciles invoices to actual orders and recommends payment to supervisors. Prepares Requests for Proposals and coordinates all aspects of their processes, through recommending a contract to City Council.

Tracks, records, communicates and supervises the preparation of pavilion reservations and often serves as the main contact between the Campgrounds Staff and registration site. Updates online calendar software with City staff.

Updates Campgrounds Division website as needed, minimally, at the season opening, at the season closing and each time there is a fee/price change.

Performs snow removal during winter months using light duty equipment such as snow blowers, ice maintenance tools, truck plows, 1-ton sand spreaders and Utility Vehicles to remove snow and ice from a variety of City sidewalks, walkways, and parking lots.

Uses hand tools such as shovels, salt spreaders, and ice picks to aid in the removal of snow and ice where required.

Performs ice rink maintenance, including snow removal, sweeping, flooding and melting.

Assists with department-sponsored functions such as races, festivals and other special functions.

Performs other related duties as assigned.

Supervisory Responsibilities:

Directly supervises campground and parks staff and/or assigns tasks to park staff during most weekend shifts. Trains park staff in campground compliance, procedures and department policies and customer service. May supervise staff members on extended projects. Not responsible for formal staff evaluations. Reports staff progress to supervisors. May supervise entire Parks crew during absence of Parks & Campgrounds Operations Supervisor.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

High school diploma or general education degree (GED) required. Six months' experience working directly with the public. Experience and success in working within a team atmosphere; skill in working with others. Experience in handling money, making change and writing receipts, depositing funds and reconciling accounts required. Experience in Microsoft Excel, Microsoft Word, and data entry required. Experience in supervisory employment, including leadership and motivation, reservations, and calendar tracking. Custodial and maintenance expertise preferred. Experience with hand tools, power tools, and outdoor power equipment is preferred. Experience in the supervision of electronic timesheet software(s) preferred. Experience with OSHA compliance preferred.

Language Skills:

Ability to read, analyze, and interpret procedures manuals, written instructions, and policy memos. Ability to file incident reports, collection sheets, evaluations, and short correspondences to supervisors. Ability to effectively present information and respond to questions from coworkers, supervisors, and campground patrons. Ability to communicate effectively and deal with the public for information referral and in conflict situations.

Mathematical Skills:

Ability to add and subtract eight digit numbers and to multiply and divide, to calculate figures and amounts such as discounts and percentages. Ability to perform these operations using units of American money and weight measurement and distance.

Reasoning Ability:

Ability to apply reasonable understanding to carry out detailed instructions. Ability to define problems, collect data, establish facts, and present recommendations to supervisors. Ability to deal with several abstract and concrete variables. Ability to deal with problems involving a few concrete variables in standardized situations.

Other Skills and Abilities:

Knowledge of some objectives of public outdoor recreation, human behavior and mental and physical hygiene as applied to campground recreation and park maintenance. Ability to obtain Cardio Pulmonary Resuscitation (CPR) certification and First Aide certification if offered or required by Seward Parks & Recreation. Able to pass several on-line training classes in safety, customer service, driving, etc.

Ability to pass requisite federal, state and local on-line computer training and retain knowledge from the City's two-week Safety Checklist which includes, but is not limited to: Incident Command System (ICS); Emergency Action Plan (EAP); Hazard Communication / Globally Harmonized System Training (GHS); and the Occupation and Safety Hazard Agency's (OSHA) Safety Data Sheets (SDS), Personal Protective Equipment (PPE), and Blood Borne Pathogen Awareness (BBP).

Possession of or ability to obtain a valid State of Alaska driver's license.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, hear, walk, stand, reach with hands, feel objects, stoop, stretch and grab, climb, bend and lift or crouch. The employee is frequently required to handle objects, tools or supplies, crawl or kneel. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and depth perception.

The employee must regularly lift and/or move up to 25 pounds, frequently lift and move up to 50 pounds, and occasionally lift and/or move up to 100 pounds.

Public Relations:

Public relations shall be an integral part of each employee's job. Employees shall be courteous, helpful and conduct themselves in a manner which is appropriate for an employee in public service.

Progressive Development:

To progress to a range 11: The employee must have worked at least one, full, campground seasonⁱ as a Campground Coordinator. The employee must successfully complete the OSHA 10 hour safety class. Must have documented and demonstrated a thorough knowledge of all PM&C training procedures as utilized in our "employee safety & training checklist". Must have documented and successfully trained and supervised at least four, seasonal subordinate staff, utilizing the Parks Department Employee Safety & Training checklist.

To progress to a range 12: The employee must have worked an additional 2,080 hours as a Campground Coordinator, Range 11. Campground web pages are routinely updated and improved. Researched, recommended, purchased and successfully implemented a campsite reservation system for Waterfront Park Campground reservation area.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee regularly works in outside weather conditions, including cold, wind, rain, sun and heat.

The noise level in the work environment is usually moderate. Ear protection may be required frequently while performing tasks producing higher noise levels.

The City of Seward is an Equal Opportunity/Affirmative Action Employer