

THE MORRIS COUNTY PARK COMMISSION

Job Description

Title: Customer Service Ranger

Part Time: Annual or Seasonal

Division: Horticulture Education

Effective Date: 2/28/2022

Prepared by: Ann Fahey

Approved by: R. Vitale

Position Charter:

Under the direction of the Superintendent of Horticulture Education or his/her designee, and in cooperation with the Horticultural Maintenance/Education staff, performs customer relations functions at parks and facilities, providing information and assistance to groups and individuals to ensure an enjoyable visit and that visitors are following Park Commission Rules & Regulations.

Essential Functions:

- Assists groups, photographers, and other users with reservations by greeting them, providing directions or other information, parking assistance, acting as a resource and point of contact.
- Assists groups, photographers, and other users without reservations by advising group of reservation procedure and processing daily permits and directing them to available areas, if applicable.
- Provides basic information about sites to visitors, such as suggested walks, garden information, site history and highlights, etc.
- Assures that reservable areas are free of litter and debris before and after reservations.
- Resolves conflicts between multiple rental groups, the general park patrons etc.
- Assures that rental groups vacate rented areas on a timely basis.
- Processes permits and collects fees from groups, photographers and other users without required permits
- Reviews daily activity reservations to prepare for patron arrival and monitoring of area.
- Locks/unlocks buildings to facilitate user rentals and monitors same as required
- Advises park users of policies, rules and regulations, and operating guidelines in a positive, friendly manner. Encourages compliance without confrontation.
- Contacts Park Police for group assistance for roadway traffic control, injuries, disorderly conduct, or other emergencies.
- Records daily park activity as requested.
- Assists, as needed, with specific special event or activities such as Park Commission programming, weddings and various rentals, concerts, including but not limited, to setups, breakdowns, participation, clean up, trash and litter removal etc.
- Is responsible for any Park Commission equipment issued during scheduled shift, such as a vehicle, two way radio, etc.
- May be required to travel between several park sites, according to the schedule of activities.
- Assists with minor maintenance procedures such as watering plants, cleaning, etc. as required.

- Assists with trash and litter removal as required
- Continuously patrols and monitors park areas as directed on foot or by vehicle to accomplish the functions listed above.

Other Functions:

- Assists in the overall customer service functions.
- Prepares reports and analysis as directed.
- Performs other functions as assigned.

Qualifications:

- Possession of a valid New Jersey Driver's license.
- Minimum age: 18 years in order to operate Park Commission vehicles.
- Very good customer service skills particularly in effectively communicating with others.
- Outgoing, friendly attitude and ability to be self-directed and responsible is also helpful.
- Flexible schedule requirements – must be prepared to work most seasonal weekends May through September.
- Ability to fulfill the essential functions of the position with or without reasonable accommodation.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.