



## Career Service Authority

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### Lead Park Ranger

#### **GENERAL STATEMENT OF CLASS DUTIES**

Exercises day-to-day leadership in the administration of the City and County of Denver's urban and mountain parks Park Ranger Program by providing educational programming to park visitors, protecting natural resources, enforcing city ordinances, park rules and regulations and guiding and directing the work of seasonal park rangers and volunteers.

#### **DISTINGUISHING CHARACTERISTICS**

This class is distinguished from Park and Recreation Ranger by the exercise of duties and responsibilities, including leadwork, at the full performance level. Park and Recreation Ranger positions perform duties at an intermediate performance level.

This class is also distinguished by the following factors:

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgment are required within the parameters of the job function.

-OR-

Contacts with persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

***Level of Supervision Exercised:***

Performs leadwork over other park rangers, seasonal park rangers and other seasonal employees and volunteers.

**ESSENTIAL DUTIES**

Assists management by implementing, overseeing, evaluating and recommending improvements in the day-to-day operations of the Park Ranger Program. Is responsible for some elements of supervision over program staff.

Assures public safety, park security and resource protection by providing education to park patrons and enforcing City ordinances, park rules and other measures that encourage the proper use and enjoyment of urban and mountain parks.

Develops and delivers environmental education and interpretive programming to support the public education and outreach activities of the Park Ranger Program.

Patrols urban and mountain parks, trails and facilities by foot and vehicle to protect public safety and park resources, performs visual surveillance of the use of park facilities and carries out a variety of park security duties.

Issues warnings and citations for violations of municipal and education codes, other rules and regulations.

Communicates with law enforcement personnel to provide information, request back up and coordinate assistance related to the enforcement of park code enforcement issues.

Responds to and helps coordinate the response to safety and environmental protection emergencies.

Works with the Parks Division's Office of Safety to implement measures related to Homeland Security and emergency management.

Exercises leadership over the activities of seasonal and subordinate park rangers and volunteers by:

- Developing or modifying work plans, methods and procedures and determining work priorities and work schedules to provide adequate staff coverage.
- Participating in the recruitment and selection of seasonal employees.
- Providing work instruction, developing and organizing employee training and assisting employees with difficult and/or unusual assignments.
- Assigning and distributing work, reviewing work for accuracy and completeness and providing performance feedback.
- Resolving problems encountered during daily operations, documenting situations which may be cause for disciplinary action, and providing this information to the appropriate Parks Division manager.

Performs other duties as assigned or directed.

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Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

**Interpersonal Skills** – Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations; may deal with people who are difficult, hostile or distressed.

**Flexibility** – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

**Oral Communication** – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

**Customer Service** – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

**Managing Human Resources** – Plans, distributes, coordinates, and monitors work assignments; evaluates work performance, provides feedback on performance; ensures staff are appropriately utilized and developed, and are treated in a fair and equitable manner.

**Leading a Diverse Workforce** – Implements diversity policies for subordinate staff; supports opportunities to develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Stress Tolerance** – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

**Problem Solving** – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Self-Management** – Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

**Technical Competence** – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands and evaluates technical information related to the job; advises others on technical issues.

**Learning** – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

**Memory** – Recalls information that has been presented previously.

**Reasoning** – Identifies rules, principles or relationships that explain facts, data or other information; analyses information and makes correct inferences or draws accurate conclusions.

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

**Arithmetic/Mathematical Reasoning** – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, percentages, and formulas.

Knowledge of supervisory principles and practices sufficient to be able to perform a variety of leadwork functions.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Skill in applying existing guidelines or recommending new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Skill in enforcing rules and safety regulations.

Skill in the use of basic Microsoft Office applications, including Excel, Word and Access.

Ability to work a flexible schedule, including evenings, weekends and holidays.

Ability to obtain and maintain Denver Police Department Special Police Authority.

Ability to learn how to and make appropriate use of a two-way radio in accordance with City communication procedures.

Ability to learn how to and make appropriate use of pepper spray.

Ability to learn CPR and first aid techniques sufficient to be able to perform lifesaving measures and render first aid when needed.

### ***Physical Demands:***

Standing: remaining on one's feet in an upright position for prolonged periods.

Walking: moving about on foot for prolonged periods.

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Reaching: extending the hands(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Feeling: perceiving attributes of objects by means of skin receptors.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Receptive motions: making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.  
Bicycling: Moving about on a mountain bike.

### ***Vision Requirements***

Far Acuity: ability to see clearly at 20 feet or more.  
Near Acuity: ability to see clearly at 20 inches or less.  
Depth Perception: ability to judge distance and space relationships.  
Field of Vision: ability to see peripherally.  
Accommodation: ability to adjust vision to bring objects into focus.  
Color Vision: ability to distinguish and identify different colors.

### ***Working Environment:***

Includes evening, weekends and possible overtime.  
Office and field environment.  
Requires wearing a uniform.  
May be exposed to pets, domestic animals and wildlife.  
Requires carrying and, if necessary, using pepper spray.  
Subject to stressful situations.  
Requires walking and standing for prolonged periods of time.

### ***Education Requirement:***

Associate's degree in recreation, forestry, environmental science, environmental education, wildlife management, natural resources management, park management, or a related field.

### ***Experience Requirement:***

Two years or four seasons of park experience in public relations, natural science, open space or regulations compliance.

### ***Education/Experience Equivalency:***

A combination of the appropriate type and level of education and experience may be substituted for the minimum education and experience requirements.

### ***Licensure and/or Certification:***

Possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

Must obtain and maintain Denver Department of Safety Special Police Authority at the time that it is requested, as part of the selection process.

Possession of CPR and first aid certification within six (6) months of hire date.

**CLASS DETAIL**

**FLSA CODE:** Non-exempt

**ESTABLISHED DATE:** 02/16/2007

**ESTABLISHED BY:** Paul Wiberg

**REVISED DATE:**

**REVISED BY:**

**CLASS HISTORY:**