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Job Code	Job Title
R43011	Game & Parks Park Worker I
R43012	Game & Parks Park Worker II
R43013	Game & Parks Park Worker III
R43014	Game & Parks Park Worker IV

Game & Parks Temporary Park Workers

Job Family

DESCRIPTION OF OCCUPATIONAL WORK

Positions in this series perform a variety of visitor services, maintenance, and/or office/administrative activities to support the mission of the Nebraska Game and Parks Commission and the services provided at Nebraska State Parks and Recreational Areas. The scope of work performed ranges from basic, routine tasks to leading and coordinating the work of others. Some positions may have focused assignments in one area of park operations while others may perform tasks in a variety of areas. Positions work under the supervision of Park Superintendents.

Game & Parks Park Worker I

R43011

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Positions at this level work under immediate supervision and perform very basic office, food service, guest services or maintenance tasks according to detailed instructions. Assigned tasks are often limited in accordance with state labor laws. Little opportunity exists for the exercise of personal initiative, discretion, or judgment, nor for the assumption of any responsibility for the results produced. The teammate is held responsible only for the accurate and proper application of the steps of the well-established work process.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

May perform maintenance activities such as: dust and dry mop floors, furniture, and woodwork; empty ashtrays and wastebaskets; make beds; clean, disinfect and deodorize restrooms; replace towels, soap and toilet tissue; clean and maintain park restrooms and picnic areas; set up venues for events, including chairs, tables, podiums, and other equipment.

May perform food service activities such as: receive and seat guests; wait on tables, take food orders and deliver food to tables; fill sugar, salt and pepper containers; furnish condiments; fill water glasses; make and serve coffee; clear tables of tablecloth, dishes, glasses and silverware; responsible for overall appearance of the dining room; welcome guests, ascertain their dining/lodging needs, and seat guests and manage the seating chart; maintain a clean kitchen, properly wash and sort soiled dishes, and prep foods as needed.

May perform guest service activities such as: record routine information, sort and file materials, take in cash, and/or count change at entry kiosks, concessions, activity centers, golf shack, shooting range, theatre, etc.; conduct tours through the State's various tourist attractions; answer tourist inquiries and provide area and historical information; provide front desk services to guests, process guest payments and act as an information source on various matters.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: customer service, agricultural practices, housekeeping, food service, storekeeping, filing or general office procedures; history, animal husbandry, agricultural practices, wildlife or recreation.

Ability to: understand and follow instructions; communicate effectively; make simple mathematical computations; learn the history, culture, and recreational use of the tourist attraction; meet and interact with the public.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

No specific education or experience is required.

SPECIAL NOTES:

Duties assigned may be limited by the provisions of Child Labor Laws (i.e., operate vehicles and powered equipment, working on ladders or roofs, working in excavations).

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Game & Parks Park Worker II

R43012

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Positions at this level work under immediate supervision according to established procedures; however, assigned tasks increase in complexity and impact such as driving a state vehicle, operating powered machinery, assisting with livestock, and/or operating the computerized reservation system. Positions in this class perform service tasks that require limited independent judgment and application of park policies and regulations as learned through training or knowledge gained from experience on the job.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

May perform maintenance activities such as: assist in routine maintenance and upkeep of buildings, grounds and equipment through the operation of powered lawn maintenance equipment; general house cleaning duties with the use of chemicals to clean and disinfect; may operate sweepers, buffers and scrubbers; move furniture and equipment from place to place; collect and dispose garbage; pick up and deliver supplies; fertilize, plant, water, prune and transplant plants.

May perform food service activities such as preparing meals and other food stuffs through the operation of powered kitchen equipment.

May perform guest service activities such as: collect payment and assist lead instructor(s) on shooting range activities; assist with recreational, educational, and interpretive activities; answer questions about the procedures for various activities; assist with preparation and organization a variety of educational and interpretive programs within recreational, natural, or cultural setting; assist with preparation of material for recreational and educational programs; set up and operate various audio-visual equipment; assist with maintenance of the nature center facilities and animal care; feed and groom horses; prepare horses with proper equipment for trail rides; keep stable area clean.

May perform office aide activities such as: receive and confirm guest reservations utilizing a computerized reservation system for camping and/or cabins located in state parks and recreation areas throughout the state; type letters, forms and other materials from rough draft; maintain office files; type voucher and requisitions; maintain inventory of office supplies; coordinate various clerical functions of the office; maintain the flow, production and review of the office work; maintain office records; requisition office supplies; maintain inventory of office supplies and equipment.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the operation of various types of powered equipment and machinery; modern office methods and procedures; housekeeping, food service, storekeeping, history, animal husbandry, agricultural practices, wildlife or recreation; the history, culture and recreational use of the tourist attraction.

Ability to: meet and deal effectively with the public; understand and follow instructions; make routine decisions; communicate effectively; apply proper phone etiquette; safely operate various types of powered equipment and machinery; add and subtract numbers and perform other basic arithmetic calculations.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Experience working in a recreational area, scenic attraction or historical setting, retail or customer service setting, agricultural setting, or related coursework/training or experience.

SPECIAL NOTES:

Some positions may require possession of a Food Handler's permit, valid driver's license, and/or and the ability to drive a vehicle for work purposes and/or operate powered equipment/machinery.

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Game & Parks Park Worker III

R43013

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Under general supervision, positions in this class perform lead worker duties to direct work assignments and provide instruction to team members or perform duties that may require additional training or certification in line with an increase in responsibility, decision making, and risk. Positions acting as lead workers may lead housekeeping, or office activities. Positions that may require additional training include lifeguards, wranglers, tour drivers (both jeep and horse-driven), and rock-climbing wall and shooting range attendants, and are responsible for ensuring guest safety during activities.

Assignments and objectives are prescribed, but the methods are not typically reviewed nor controlled while the work is in progress. The employee is expected to take the initiative in solving most problems of detail, except those which are new or unusually complex in nature.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

May perform maintenance activities: lead housekeepers in the performance of custodial duties; perform various custodial tasks to maintain cleanliness in own work area; train new housekeepers; ensure effective use of custodial supplies; maintain records of supplies for reorder; assist in the maintenance and repair of buildings and equipment; inspect and clean park grounds and facilities daily; inspect equipment for safety and makes repairs as needed; perform unskilled or semi-skilled building maintenance involving painting, carpentry, plumbing, masonry, electrical and heating/ventilation work; complete minor repairs and adjustments on a variety of building structures, equipment, and machinery; perform and lead work of general groundskeeping duties such as mowing, raking, planting, and snow removal.

May perform food service activities: cook a variety of foods from mixes and from scratch, such as soups, vegetables, meats, casseroles, salads, and sauces; perform short order cooking by using a grill and deep-fat fryer; maintain cleanliness of kitchen area; inventories supplies and keep shelves stocked.

May serve as Head Wrangler: Oversee activities in the horse barn; oversee feeding and grooming of horses, longhorns, or bison to include maintaining fences, monitoring animal nutrition, monitoring acquisition and surplus of animals; plan trail ride schedules; supervise clean-up of stable area.

May be assigned jeep or team driver duties: safely provide off-road jeep tours to guests, answer tourist inquiries and provide area biological and historical information; provide stagecoach and hayrack rides and safely handle teams of horses and/or mules in all types of situations. May provide animal care and equipment care/maintenance.

May perform lifeguard duties: general surveillance of swimmers at pool area; enforce proper pool conduct and safety; examine pool and bathhouse facility to insure proper conditions.

May guard property against theft, fire, vandalism and illegal entry; examine and lock doors, windows and gates; check furnaces and other utility systems; take care of minor maintenance issues; handle traffic and crowd control at special events; provide general customer assistance.

May oversee guest services/activities: lead shooting activities and supervise Shooting Range Attendants; oversee and schedule concession staff and activities, ensure concession areas are properly stocked and that opening and closing procedures are followed; inspect climbing wall and climbing equipment, such as the rope, shoes, harnesses, carabiners, and belay devices; educate climbers on equipment use; provide a course to teach skills and techniques for climbers of all levels; collect waivers; and process paperwork.

May perform office/administrative duties: oversee various clerical functions of the office and maintain the flow, production and review of the office work; process multiple front-end, transactional accounting processes; collect moneys, write receipts, and store moneys in cash drawer for deposit to ensure proper accounting and safekeeping of funds; work with vendors/customers to resolve invoice discrepancies.

May assist with large park events: may be responsible for running one station at events; post event details on social media; assist with scheduling, registrations, data entry, and equipment coordination.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the operation of various types of powered equipment and machinery; modern office methods and procedures; housekeeping, food service, storekeeping, history, animal husbandry, agricultural practices, wildlife or recreation; the history, culture and recreational use of the tourist attraction.

Ability to: meet and deal effectively with the public; understand and follow instructions; make routine decisions; communicate effectively; apply proper phone etiquette; safely operate various types of powered equipment and machinery; add and subtract numbers and perform other basic arithmetic calculations; plan, assign and coordinate the work of others.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

At least three months experience working in a recreational area, scenic attraction, hospitality, historical, retail or customer service setting, agricultural setting, or related coursework/training.

SPECIAL NOTES:

Lifeguard positions require the ability to obtain valid Lifeguard Certificate or Water Safety Instructors Certificate (certificate can be substituted for experience for Lifeguard positions)

Possession of a Food Handler's Permit required for food preparation staff.

Some positions require experience, certifications, and/or training that is unique to the work assigned.

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Game & Parks Park Worker IV

R43014

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Positions in this level are lead workers in specific areas where the level of responsibility for customer safety is higher or assist with more specialized, non-routine technical tasks for museums/exhibits, interpretive programs or large events. Positions work under limited supervision and have a greater degree of independence and responsibility in planning and organizing the work to be completed. Typical elements of direct control over other positions as a lead worker include scheduling and assigning work, monitoring progress and workflow, checking/evaluating work, and enforcing work standards.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

May perform Head Lifeguard duties: supervise the operation of the swimming pool area; enforce proper pool conduct and safety; oversee maintenance and clean-up of pool and bathhouse facility to ensure proper conditions; supervise and plan work schedules of lifeguards.

May perform Shooting Range Instructor duties: lead and schedule shooting activities and supervise and schedule Shooting Range Attendants; observe patrons on the firing line to ensure firearm safety rules are followed and provide assistance or instruction to patrons.

May perform museum aide duties to assist with maintaining artifact collections, conduct research, and educate the public about artifacts in different settings; at the direction of supervisor, may implement new exhibits.

May perform naturalist/interpreter duties: Independently leads developed educational presentations or events such as park naturalist programs, ecological education programs, and outdoor skills programs; assist with and make recommendations for the development of new programs and overall program evaluation; coordinate multiple stations at large events including obtaining and coordinating volunteers and equipment.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: history, animal husbandry, anthropology, wildlife, or recreation; the history, culture, and recreational use of the tourist attraction; safe work procedures related to assigned work; water safety protocols and principles; administration of first aid and CPR; record keeping methods; safe operation of firearms; practices and policies of firearms training and public shooting range operations.

Skill in: teaching and educating persons of all levels; communicating clearly with persons from a variety of backgrounds.

Ability to: meet and deal effectively with the public; understand and follow instructions; plan, assign and coordinate the work of others; establish and maintain effective working relationships with co-workers and administrative personnel; recognize safety hazards and take steps to correct the situation; apply agency policies pertinent to assigned work and direction of assigned crews; train assigned employees; plan, explain, and direct work assignments of a small group of employees engaged in the same work; resolve crew problems; learn and apply State laws and regulations pertaining to park operations; multi-task and prioritize responsibilities; bend, stoop, climb, reach frequently; work outdoors; remain standing and/or walking for long periods of time.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

At least six months experience working in a recreational area, scenic attraction, hospitality, historical, retail or customer service setting, agricultural setting, or related coursework/training.

SPECIAL NOTES APPLICABLE TO ALL LEVELS:

Some positions will require possession of a Food Handler's Permit.

Specific positions in this series may require an employee to possess a valid driver's license to perform work-related travel.

Lifeguard positions require the ability to obtain valid Lifeguard Certificate or Water Safety Instructors Certificate (certificate can be substituted for experience for Lifeguard positions).

Some positions require experience, certifications, and/or training that is unique to the work assigned; may be required to obtain Range Safety Officer (RSO) certification.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).

Established: 02/22

Note: Classification-specification is subject to change. Please refer to the Nebraska State Personnel Job Specification website at <https://das.nebraska.gov/personnel/classcomp/jobspecs/jobspecs.html> to ensure this represents the most current copy of the description.

The following is a summary of changes made to this class specification.

Section	Change Description	Effective Date