DEPARTMENT OF NATURAL RESOURCES
POSITION DESCRIPTION

Working Title: Park Manager
Classification: Park Manager
Location: Multiple location available, see position description cover sheet

Purpose of the Position: Provide direction, oversight and hands-on management of recreation property and trail operations, and resource management of a diverse ecosystem as the park manager for the properties assigned to this unit. Direct staff as the property’s lead worker, ensure consistency within established guidelines and sound resource management practices.

Geographic Scope and Travel Requirements: This position is responsible for the management of properties assigned to a Wisconsin State Park System work unit. The job holder travels frequently within the geographic scope of the assigned work unit as well as occasional statewide travel.

Scope of Authority: This position is responsible for leading, managing and supporting a staff in the day to day operation of the properties. The position also provides input in the development of statewide policies and procedures related to the management of Bureau of Park and Recreation Management properties.

Goals and Activities:

20% A. Perform Property Management

1. Provide park and recreation expertise to ensure efficient management of the property’s operations and ecosystem and for implementation of the property’s resource plan.
2. Establish, coordinate and monitor to ensure work plan objectives, policies and guidelines are met.
3. Ensure park operations are within program guidance and state and federal laws.
4. Participate in the development of the property’s master plan developing proper and ecologically-responsible utilization of land and facilities.
5. Ensure conformance with established guidelines for inspecting and maintaining picnic areas, beaches, trails, campgrounds, and other facilities to ensure public health and safety.

20% B. Provide Program Implementation

1. Provide direction of the public contact, visitor safety and interpretation programs to include overseeing staff and independently providing information, education and technical assistance for customers and staff in a timely, efficient and conclusive manner.
2. Develop, implement, and monitor emergency action plans to protect visitors and staff.
3. Work closely as a program liaison with the Bureau of Law Enforcement, outside law enforcement and public safety agencies to ensure adequate visitor protection coverage.
4. Oversee the development of the interpretative program for property visitors.

15% C. Lead Worker

1. Provide guidance to team members assigned to the property including permanent, seasonal and limited term employees as well as directing volunteers and friends groups.
2. Train, assist, coach and mentor team members to improve their knowledge, skills and abilities.
3. Assist with hiring (as delegated), training, and staff development.
4. Assist with recruiting a diverse applicant pool for vacancies.
15% D. Provide and Manage Maintenance and Capitol Development

1. Provide direction for facilities, grounds and equipment maintenance ensuring conformance and consistency with established guidelines.
2. Recommend facility design and construction, prepare and submit capital development and maintenance proposals.
3. Ensure the safe conditions of service building, vehicles and station equipment for staff and visitors.

15% E. Conduct Public Relations

1. Implement public relations programs by developing and maintaining productive, efficient public relations and partnerships for the state park system property.
2. Develop and maintain contacts with local community leaders, officials and others.
3. Prepare news releases and community service articles, initiate and coordinator volunteer work projects.
4. Develop, maintain and enhance the local friends group.
5. Provide parks and recreation expertise to partner teams and the public.

10% F. Administration

1. Manage the financial operations of the property by reviewing, approving and directing the budget.
2. Prepare and submit budget proposals.
3. Administer the revenue handling and conduct audits of employee fiscal accounts.

5% G. Program Integration

1. Ensure appropriate levels of cooperation and integration with other department programs.
3. Participate in planning, implementing and follow-up on evaluating prescribed burns.

Knowledge, Skills, and Abilities

1. Knowledge and understanding of outdoor park and recreation/leisure services
2. Knowledge of general management of natural resources, including ecosystem management and management of specific flora and fauna species and/or animals common to state recreation properties.
3. Knowledge of first aid practices/techniques
4. Knowledge and understanding of relevant state laws and regulations relevant to outdoor recreation, administrative rules and policies, handbooks and manual codes, and regulations affecting lands owned or operated by the Bureau of Parks and Recreation Management.
5. Skills in customer service
6. Skills in oral and written communications
7. Skills in the education delivery/presentations
8. Skills in grounds inspection, maintenance and repair techniques (lawn care/turf maintenance, pesticide application, snow removal, and recycling programs, wastewater treatment and public water supply, etc.)
9. Skills in facilities/building inspection, maintenance and repair techniques (carpentry, woodworking, and masonry, water distribution systems, etc.)
10. Skills in selling product/services, handling of receipts, and related fiscal record keeping
11. Skills in mentoring and coaching of staff
12. Skills in building and maintaining positive interpersonal relationships
13. Skills in effective team building
14. Skills in conflict resolution, negotiation, problem solving and making decisions
15. Skills in computer software programs including word processing, Excel, e-mail applications and document management.
16. Skills in computer software for internet software such as licensing programs, reservation systems program.
17. Skills in PeopleSoft software program for timekeeping/expenses purposes.
18. Ability to work with diverse customers from various backgrounds.
19. Ability to interpret policies/procedures or laws/rules.
20. Ability to operate hand and power tools safely (such as a saws, drills, sanders, stationary shop tools such as table saw, drill press, and miter saw).
21. Ability to operate various vehicles safely (such as ATV, utilities, trucks, trailers, etc., lawn care equipment, snow removal equipment, farm implements/heavy equipment, snowmobiles, boats and boating equipment.)
22. Ability to use monitoring and sampling devices, radios, GPS and other navigation equipment.

Special Requirements:
- Ability to possess and retain a State of Wisconsin driver’s license/requirements and successfully pass the driver’s license check needed to operate WI state-owned vehicles.
- Ability to successfully obtain and maintain a pesticide and herbicide application certification.
- Ability to successfully complete the Forest Industry Safety and Training Alliance (FISTA) safety and education course(s) needed for chainsaw operation and safety.
- Ability to successfully complete identity command structure (ICS) training courses/certification.
- Ability to work in excess of eight (8) hours per day, as needed and work often on nights, weekends and holidays, in all kinds of weather conditions.

Physical Requirements and Environmental Factors:
Physical Requirements:
The position requires bending at the waist, kneeling, crouching, crawling, climbing, balancing, lifting (occasionally up to 75 lbs.), carrying, pushing, pulling, reaching, handling, fingering, sitting, running, standing, talking, hearing, seeing (clarity of vision at 20 feet or more, clarity of vision at 20 inches or less – or correctable for vision clarity standards, and the ability to distinguish colors), and walking on foot.

Environmental Factors:
This position spends approximately 75% or more of its time outdoors, meaning the incumbent could be exposed to extreme cold (temperatures below 32 degrees for periods of an hour or more), and possibly extreme heat (temperatures above 100 degrees for periods of more than one hour).

There may be exposures to hazards and situations (such as proximity to mechanical parts, electrical current, etc.) and/or exposure to conditions that affect the respiratory system or skin such as fire smoke, odors, poison ivy and/or insect bites that could result in bodily injury if not properly handled.

Telework Evaluation:
This position is not suitable for telework.
Addendum Department Competencies:

**Safety:** Ensures a culture of safety within the work unit. Demonstrate responsibility for the safety and health of employees. Monitor effectiveness and ideas for improvement. Ensures that staff is provided safety information and training, and for insures that all operations are performed with the utmost regard for the safety and health.

**Decision Making:** Able to analyze situations fully and accurately to reach productive decisions. Consults appropriate parties when necessary and identifies the key concerns and/or issues that need to be addressed in order to make the best decision possible, at the correct level of decision hierarchy. The desired outcomes for this competency include excellence and credibility in decision making.

**Service Excellence:** Makes customer service a top priority and constantly seeks to improve customer service. Is responsive to changes in what customers want and need. Delivers on promises made to customers and follows up appropriately. The desired outcome for this competency is a strong connection to our customers.

**Effective Communications:** Able to express ideas in a clear, concise and effective manner, whether speaking or in writing. Uses correct grammar and sentence structure in communications. Is a good listener, even when differing viewpoints are being expressed. Openly shares information and keeps all relevant parties updated. The desired outcome for this competency is strategic unity built on trust.

**Interpersonal Relationships:** Builds and maintains effective working relationships with others both internally and outside the organization; takes a positive and productive approach to resolving any conflicts which may arise. Exemplifies the commitment to the DNR’s core value of respect; to work with people, to understand each other’s views and to carry out the public will, maintain integrity, and treat everyone with fairness, compassion and dignity. The desired outcome of this competency is a shared mind set and pool of meaning.

**Leadership:** Fosters and encourages support from his/her team to accomplish objectives, follow procedures, and accepts suggestions; inspires confidence and respect; motivates people to achieve agency goals and objectives; promotes respect, honesty, integrity, and fairness to all. Enforces standards/rules fairly and consistently and leads with courage. The desired outcomes for this competency are accountability through ownership of the work, staff alignment with agency direction, and full engagement of all employees.