



Office of Human Resources
Park Ranger Supervisor - CN2872
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General Statement of Duties

Performs supervisory duties over Park Rangers and Senior Park Rangers involved in performing a variety of advisory, scheduling, public relations, policies and procedures enforcement work at various Park facilities in the Denver City and Mountain Parks.

Distinguishing Characteristics

This class is distinguished from the Senior Park Ranger which provides educational programming and outreach to park visitors, protects park resources, issues warning and citations, enforces city ordinances, park rules and regulations and directs the work of Park Rangers and seasonal employees. The Park Ranger Supervisor performs supervisory duties over the Park Ranger and Senior Park Ranger.

Level of Supervision Exercised

Supervises two or more employees who perform enforcement work within Park facilities, City Parks and Mountain parks. This includes Park Rangers, Senior Park Rangers, interns, volunteers and other paid work groups.

Essential Duties

Supervises employees involved in enforcing rules and regulations in Park facilities, City Parks and Mountain Parks.

Develops and manages programmatic needs within area(s) of responsibility or as assigned. May manage citywide programs as needed.

Investigates complaints of ranger behavior and makes formal recommendations. Manages assigned budget and purchases needed services and goods per city rules. May develop standard operating procedures and make formal recommendations.

Develops and coordinates strategies for rule compliance and education in areas of responsibility.

Plans, assigns, and evaluates the work of staff members, provides technical expertise to staff, and establishes unit and staff work goals and objectives.

Works with various internal and external customers to resolve complaints and/or problems and answers a variety of questions/concerns. Coordinates with other departments (i.e. DPD, Safety, Fleet) as assigned regarding operational efficiencies.

Reviews, develops, and/or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage.

Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation.

Trains employees in the day-to-day procedures of the work unit and mastery of individual knowledge, skills, and abilities essential to work tasks.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems, mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Performs other duties as assigned.

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.

Competencies

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

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.

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.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe 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.

Ability to obtain and maintain Denver Police Department Special Police Authority and Department of Parks and Recreation appointment as an enforcement official.

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 and other defensive equipment.

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

Education Requirement

Bachelor's Degree in Recreation, Forestry, Environmental Science, Environmental Education, Wildlife Management, Natural Resources Management, Park Management or a related field.

Experience Requirement

Three (3) years or six seasons of park experience in public relations, natural science, open space or regulations compliance. One (1) year or two seasons of park experience must be in parks regulation compliance (as a commissioned parks ranger) and as a lead over program staff or others.

Education & Experience Equivalency

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

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Must possess a valid Denver Parks and Recreation Enforcement Official Certification by the end of the Ranger Training Program.

Possession of CPR and first aid certification by the completion of probation and must maintain throughout employment.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.
Potential exposure to cold temperatures, cold enough to cause bodily discomfort.
Potential exposure to heat temperatures, hot enough to cause bodily discomfort.
Potential exposure to humid conditions with high moisture content to cause bodily reactions.
Potential exposure to temperature changes: variations in temperature from hot to cold.
Handles emergency or crisis situations.
Personal Safety: aware of surroundings, people, and events.
Subject to long, irregular hours.
Subject to precarious or high locations.
Subject to varying and unpredictable situations.
Wet: frequent contact with water or other liquid.

Level of Physical Demand

3-Medium (20-50 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Balancing: maintaining body equilibrium to prevent falling over.

Bicycling: Moving about on a mountain bike.

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

Climbing: Ascending or descending objects.

Crouching: bending body downward and forward by bending legs.

Eye/hand/foot coordination: performing work through the use of two or more.

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

Field of Vision: ability to adjust vision to bring objects into focus.

Field of Vision: ability to see peripherally.

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

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

Hearing: perceiving the nature of sounds by the ear.

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

Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.

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

Repetitive motions: making frequent movements with a part of the body.

Sitting: In setting position to write a report, vehicle patrol, and the public contact.

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

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

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

Vision Far acuity: ability to see clearly at 20 feet or more.

Vision Near acuity: ability to see clearly at 20 inches or less.

Walking: moving about on foot.

Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record

Education Verification

Licenses/Certification

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: N-810

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: