



# CITY OF HOUSTON

## JOB DESCRIPTION

---

---

Job Code: 978.2

Job Title: **URBAN PARK RANGER**

Pay Grade: 12

### **GENERAL SUMMARY:**

Provides general protection and information to the public on the use of urban park areas to promote public safety and proper use of parks and facilities.

### **RESPONSIBILITIES:**

- Monitors trails, picnic areas, pavilions and similar park areas (via foot, bicycle, and motorized vehicle) in designated parks to promote public safety and ensure proper use of parks and facilities.
- Interacts effectively with the public; greets park visitors and explains park rules, regulations and city ordinances; provides directions and handles public inquiries and complaints.
- Investigates and resolves designated visitor complaints to provide quality customer assistance.
- Performs basic inspections of mobile vendors to ensure compliance with City health ordinances and park rules and regulations.
- Conducts investigations and may issue citations regarding animal ordinance violations and illegal trash dumping. Conducts investigations on any relevant event occurring on Department property.
- Completes appropriate reports, such as, vehicle accidents, building burglaries, and employee/visitor injuries.
- Controls activity levels within assigned parks by unlocking and securing gates, checking park use and permits, providing crowd control at City Sponsored events and notifying public of park operating hours.
- Monitors and directs entering and exiting traffic into parking areas.
- May issue City of Houston parking citations at any Parks and Recreation location.
- Uses radio communication equipment to call commissioned law enforcement, emergency medical service or other personnel when required.
- Provides and conducts interpretive services and programs such as identifying plants, animals and historical features.
- Provides and conducts informative presentations on bicycle safety, child safety, park safety, gang/drug awareness, environmental impact and other topics.
- Attends meetings, training sessions and conferences.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a high school diploma or a GED. Must have a valid Texas driver's license and comply with the City of Houston's policy on driving.

## **SPECIFICATIONS: (continued)**

### **EXPERIENCE:**

One year of experience related to law enforcement, emergency response, security guard work, or a related field as applied to public events and gatherings for recreational or other purposes.

The following training must be completed within one year of hire or promotion:

Urban Park Ranger training course and obtain an Emergency Care Attendant certification (40 hour course approved by the State of Texas).

City of Houston Health Department training on Animal Ordinances, Health Ordinances for mobile vendors and illegal trash dumping (Rat-on-a-Rat Program).

City of Houston Parking Management training on issuance of parking citations.

Parks Department-sponsored training on self-defense and crime prevention.

Houston Police Department training/certification on the use of O.C. Spray (pepper spray), drug and gang member awareness, and bicycle operation.

### **COMPLEXITY:**

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

### **IMPACT OF ACTIONS:**

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

No direct report employees.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with the clerical and technical staffs. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

### **PHYSICAL EFFORT:**

The position routinely requires lifting of moderately heavy items, such as typewriters or records boxes (up to 40 pounds) and/or very long periods of walking and/or riding a bicycle on rough surfaces on a routine basis.

### **WORK ENVIRONMENT:**

There are routine exposures to significant levels of heat, cold, moisture and air pollution. The position may involve periodic exposure to chemical substances and physical trauma of a minor nature such as cuts, bruises and minor burns.

### **PHYSICAL SKILL:**

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a

patterned response space within low tolerance demands with no real speed requirements. Must be able to monitor park areas via foot, bicycle, and motorized vehicle.

**MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

**JOB FAMILY:**

Urban Park Ranger

Urban Park Ranger Supervisor

*Effective Date: October 1990*

*Revised Date: February 2019*