



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 978.5

Job Title: **URBAN PARK RANGER SUPERVISOR**

Pay Grade: 17

### **GENERAL SUMMARY:**

Schedules and supervises ranger activities in urban park areas to promote public safety.

### **RESPONSIBILITIES:**

- Supervises, trains and evaluates personnel (urban park rangers, park maintenance, etc.) work performance to ensure effective operations.
- Reviews, develops and interprets policies and procedures.
- Prepares, reviews and approves various reports (timesheets, leaves, schedule changes, uniform and equipment requests and other reports).
- Monitors park areas to promote public safety.
- Greets visitors and explains park rules and regulations.
- Responds to inquiries and resolves complaints.
- Inspects park maintenance.
- Uses radio communication equipment to contact commissioned law enforcement, emergency medical service or other personnel.
- Provides and develops interpretive services and programs (e.g., identifying plants, animals and historical features, leading nature hikes).
- Designs, develops, presents and attends interpretive programs and in-service training sessions and conferences.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

#### **EXPERIENCE:**

One year of experience in parks and recreation work, customer service, security or a related field is required.

## **SPECIFICATIONS: (continued)**

### **COMPLEXITY:**

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

### **IMPACT OF ACTIONS:**

Errors in work cause some expense and inconvenience. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

#### **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 occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

### **WORK ENVIRONMENT:**

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

### **PHYSICAL SKILL:**

Requires the ability to make simple gross motor responses within large tolerances.

## **MISCELLANEOUS:**

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

## **JOB FAMILY:**

Urban Park Ranger  
Urban Park Ranger Supervisor

*Effective: October 1990*

*Revised: April 1994*