SERIES PURPOSE:
The purpose of the park & watercraft management occupation is to plan, direct & oversee state park & watercraft operations & activities.

At the lowest level, incumbents assist higher-level managers with activities associated with the daily operations of managing a state park. At the middle levels, incumbents plan & manage park operations as the park & watercraft manager at one or more state parks. At the highest level, incumbents serve as the district park & watercraft manager.

PARK LEVELS:

CLASS A: The most popular parks, attracting statewide &/or national interest with the highest visitation. These parks generate the majority of the division’s revenue with greater fiscal complexity & accountability. They have considerable development such as large &/or multiple campgrounds, lodges, & cabins offering year-round visitor services & accommodations.

CLASS B: All parks not designated as Class A. This includes those that primarily attract regional use & some statewide users. They also generate less revenue & typically include campgrounds & limited ancillary facilities. Some are remote or unstaffed with minimal visitor services.

STATE PARK & WATERCRAFT DISTRICT: A state park & watercraft district, determined by the Division of Parks & Watercraft senior management team in conjunction with ODNR administration, consists of multiple state parks & watercraft offices.

This series is reserved for the Department of Natural Resource only.

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<th>CLASS A PARKS</th>
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<tr>
<td>Alum Creek</td>
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<td>Dillon</td>
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<td>Hueston Woods</td>
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<td>Mohican</td>
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<td>Caesar Creek</td>
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<td>East Fork</td>
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<td>Deer Creek</td>
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<td>Hocking Hills</td>
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<td>Maumee Bay</td>
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<td>West Branch</td>
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CLASS CONCEPT:
The first managerial level class works under general direction & requires considerable knowledge of park & watercraft management in order to assist higher-level Park & Watercraft Manager (i.e., at same location) in more than one (1) area of operation & supervise assigned staff.
CLASS TITLE: Park & Watercraft Manager 2  
CLASS NUMBER: 22517  
PAY RANGE: 13  
EFFECTIVE: 09/30/2018

CLASS CONCEPT:
The second managerial level class works under general direction & requires thorough knowledge of park & watercraft management in order to plan & manage all operations at Class A park & if assigned, oversee Class B park(s) & supervise assigned staff.

CLASS TITLE: District Park & Watercraft Manager  
CLASS NUMBER: 22518  
PAY RANGE: 15  
EFFECTIVE: 09/30/2018

CLASS CONCEPT:
The third managerial level class works under administrative direction & requires extensive knowledge of park & watercraft management in order to plan, manage & oversee the operation of all division facilities, resources & operations within a state park district & supervise assigned staff within district.
JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Assists higher-level Park & Watercraft Manager (i.e., at same location) in more than one (1) area of operation of park (e.g., housekeeping, lock administration, canals, visitor services, park & watercraft programs & activities, revenue generating operations), develops & implements short & long-range goals for park’s operational plans, participates as member of management team to develop & manage operational budgets (e.g., projects future needs & monitors expenditures, reviews fees), coordinates work performed in park & supervises assigned staff (e.g., prepares schedules, assigns job tasks, conducts performance reviews, participates in administrative investigations, disciplinary &/or grievance matters, conducts coaching &/or corrective counseling, approves leave, conducts training).

Manages facilities & equipment (e.g., monitors facility cleanliness, oversees fleet & equipment management, conducts inventory (e.g., equipment, marinas, buildings, campsites), inspects or assists in the inspection of park & watercraft infrastructure) & manages park & watercraft resources (e.g., monitors consumables, monitors boundaries for encroachments, controls invasive species, purchases support services, oversees wildlife management, oversees beach & lake management, monitors water quality, oversees pesticide application), oversees revenue generating operations (e.g., campground & cabin registration, fee collection, point of sale transactions, park store merchandising, golf course, pools, docking facilities, marinas, boating registrations) & oversees contract compliance, coordinates with seasonal concession partners (e.g., marinas, beach concessions, boat rentals), manages special operations within assigned park (e.g., gift shop, firewood production & distribution, visitor center, gift shop, golf course/pro shop), ensures public & employee safety (e.g., liaises with law enforcement personnel, identifies & mitigates safety hazards, implements & promotes safety procedures, confirms compliance with regulatory requirements, provides visitor assistance, monitors special event safety, facilitates weather emergencies, identifies need for temporary closure), operates equipment (e.g., state vehicle, watercraft, all-terrain vehicles) to conduct work throughout park(s).

Manages customer relations (e.g., addresses visitor concerns &/or issues, manages employee interaction with public, resolves camper disputes, solicits & implements customer feedback & recommendations, provides information & education), manages stakeholder relationships (e.g., interacts with friends groups, partners with local communities & organizations, oversees community projects, monitors volunteer activities, interacts with government agencies, cooperates with sister agencies, participates in community outreach), coordinates park & watercraft programs & special events (e.g., hikes, interpretive programming), develops new customer programs, educational programs & special events, coordinates public relations & communications duties (e.g., participates in public speaking engagements, develops informational materials, maintains website & social media, addresses media at local level).

Performs administrative duties (e.g., completes annual inventory for retail operations, monitors & updates campground reservation system, reviews reports, develops & solicits competitive bids, applies for grants & tracks grant spending, participates in the recruitment & selection of employees, conducts staff meetings & attends department meetings, participates in in-service training seminars &/or conferences, serves on agency committees).

MAJOR WORKER CHARACTERISTICS:
Knowledge of business development & administration; management science or public administration; recreation management; facility management; hospitality management; supervision*; employee training & development*; public relations; interviewing*; computer software & hardware (e.g., ERP systems)*; applicable agency, state &/or federal laws, policies, procedures & standards*; safety practices & procedures (e.g., employee safety, equipment operations)*.

Skill in communicating with park visitors; conflict resolution; related skilled & semi-skilled trades (e.g., lock administration, water quality & management)*; use of office equipment (e.g., telephone, photocopier, fax machine, cash register, calculator, personal computer).

Ability to plan, assign, supervise & evaluate the work of staff &/or contractors; apply laws, policy, procedures & standards pertaining to agency operations; define problems, collect data, establish facts & draw valid conclusions to make operational decisions; maintain accurate records; respond to questions regarding outdoor recreation; handle routine &/or sensitive inquiries from general public; establish & maintain working relationships; demonstrate professionalism & exceptional customer service; engage in physical activities (e.g., walking, climbing, navigating uneven or rough terrain).

(*) Developed after employment.
MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
Completion of associate core program in natural resources management, parks & recreation management, facility management, hospitality management, business or public administration; 6 mos. trg. or exp. in supervisory &/or management principles/techniques; valid driver’s license.

-Or 18 mos. trg. or exp. in natural resources management, parks & recreation management, facility management, hospitality management, business or public administration; 6 mos. trg. or exp. in supervisory &/or management principles/techniques; valid driver’s license.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Positions operating watercraft must complete boat operator education course per Ohio Revised Code 1547.05.

UNUSUAL WORKING CONDITIONS:
May be called 24 hours per day, 7 days per week; may work evenings, weekends &/or holidays; may be exposed to chemical spray, dirt, dust fumes & noise, unpleasant odors, human & animal waste; may be exposed to dangerous machinery; may work in or near water; works outside to include walking long & short distances, climbing & navigating rough terrain, steep slopes & embankments & exposure to outdoor elements (e.g., inclement weather, animals, insects, poison ivy); may be exposed to unsafe conditions.
**JOB DUTIES IN ORDER OF IMPORTANCE:** (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Plans & manages all operations of one (1) or more Class B state parks, coordinates & monitors budgetary & fiscal operations (e.g., develops annual & biennial budget requests relevant to operations, monitors approved budget for assigned park(s), reviews/approves timekeeping information, approves daily expenditures, participates in audits, reviews & analyzes revenue), establishes goals & priorities (e.g., park development & facility utilization, preventative maintenance, human resources & strategic planning, land & water based recreational amenities, park & watercraft opportunities & programs, recommends &/or develops park & watercraft rules & regulations), coordinates work performed in park & supervises assigned staff (e.g., prepares schedules, assigns job tasks, conducts performance reviews, participates in administrative investigations, disciplinary &/or grievance matters, conducts coaching &/or corrective counseling, approves leave, conducts training).

Manages facilities & equipment (e.g., monitors facility cleanliness, oversees fleet & equipment management, monitors infrastructure, conducts inventory (e.g., equipment, marinas, buildings, campsites), inspects or assists in the inspection of park & watercraft infrastructure) & manages park & watercraft resources (e.g., schedules maintenance operations, monitors consumables, monitors boundaries for encroachments, controls invasive species, purchases support services, oversees wildlife management, oversees beach & lake management, monitors water quality, oversees pesticide application), oversees revenue generating operations (e.g., campgrounds, cabins, golf course, pools, marinas, boating registrations) & oversees contract compliance, coordinates with seasonal concession partners (e.g., marinas, beach concessions, boat rentals), manages special operations within assigned park (e.g., sign shop, firewood production & distribution, visitor center, gift shop, golf course/pro shop), ensures public & employee safety (e.g., liaises with law enforcement personnel, identifies & mitigates safety hazards, participates in development of emergency action plans, conducts safety meetings, implements & promotes safety procedures, confirms compliance with regulatory requirements, provides visitor assistance, monitors special event safety, participates in weather emergencies, identifies need for temporary closure), operates equipment (e.g., state vehicle, watercraft, hand & power tools, personal protective equipment, tractors, mowers, all-terrain vehicles) to conduct work throughout park(s) & demonstrate equipment use & maintenance to staff.

Manages customer relations (e.g., addresses visitor concerns &/or issues, manages employee interaction with public, resolves park & water use conflicts, solicits & implements customer feedback & recommendations, provides information & education), manages stakeholder relationships (e.g., interacts with friends groups, partners with local communities & organizations, oversees community projects, monitors volunteer activities, interacts with government agencies, cooperates with sister agencies, participates in community outreach), coordinates park & watercraft programs & special events (e.g., hikes, interpretive programming), develops new customer programs, educational programs & special events, coordinates public relations & communications duties (e.g., participates in public speaking engagements, develops informational materials, conducts public information meetings, researches & develops marketing strategies, maintains website & social media, addresses media at local level).

Performs administrative duties (e.g., reviews reports, develops & solicits competitive bids, applies for grants & tracks grant spending, participates in the recruitment & selection of employees, conducts staff meetings & attends department meetings, participates in in-service training seminars &/or conferences, serves on agency committees).

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of business development & administration; management science or public administration; recreation management; facility management; hospitality management; budgeting; supervision; employee training & development; public relations; interviewing; computer software & hardware (e.g., ERP systems)*; applicable agency, state &/or federal laws, policies, procedures & standards*; skilled & semi-skilled trade procedures (e.g., carpentry, plumbing, heating, electrical)*; safety practices & procedures (e.g., employee safety, equipment operations)*.

Skill in communicating with park visitors; conflict resolution; equipment maintenance & operation as assigned (e.g., facilities management (maintenance & repair of infrastructure); related skilled & semi-skilled trades (e.g., lock administration, water quality & management)*; use of office equipment (e.g., telephone, photocopier, fax machine, cash register, calculator, personal computer).

Ability to plan, assign, supervise & evaluate the work of staff &/or contractors; apply laws, policy, procedures & standards pertaining to agency operations; define problems, collect data, establish facts & draw valid conclusions to make operational decisions; maintain accurate records; respond to questions regarding outdoor recreation; handle routine &/or sensitive inquiries from general public; establish & maintain working relationships; demonstrate professionalism & exceptional
customer service; engage in physical activities (e.g., walking, climbing, navigating uneven or rough terrain).

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
Completion of undergraduate core program in natural resources management, parks & recreation management, facility management, hospitality management, business or public administration; 12 mos. supervisory exp.; valid driver’s license.

-Or completion of associate core program in natural resources management, parks & recreation management, facility management, hospitality management, business or public administration; 6 mos. exp. in natural resources management, parks & recreation management, facility management, hospitality management, business or public administration; 12 mos. supervisory exp.; valid driver’s license.

-Or 24 mos. trg. or exp. in natural resources management, parks & recreation management, facility management, hospitality management, business or public administration; 12 mos. supervisory exp.; valid driver’s license.

-Or 12 mos. exp. as Assistant Park & Watercraft Manager, 22515; valid driver’s license.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Positions operating watercraft must complete boat operator education course per Ohio Revised Code 1547.05.

UNUSUAL WORKING CONDITIONS:
May be called 24 hours per day, 7 days per week; may work evenings, weekends &/or holidays; may be exposed to chemical spray, dirt, dust fumes & noise, unpleasant odors, human & animal waste; may be exposed to dangerous machinery; may work in or near water; works outside to include walking long & short distances, climbing & navigating rough terrain, steep slopes & embankments & exposure to outdoor elements (e.g., inclement weather, animals, insects, poison ivy); may be exposed to unsafe conditions.
Performs administrative duties (e.g., reviews reports, develops & solicits competitive bids, applies for grants & tracks grant spending, selects vendors, participates in recruitment & selection of employees, conducts staff meetings & attends department meetings, participates in in-service training seminars &/or conferences, represents chief at meetings, coordinates park & watercraft activities with other districts & /or divisions & offices; serves on agency committees).

MAJOR WORKER CHARACTERISTICS:
Knowledge of business development & administration; management science or public administration; project management*; recreation management; facility management; hospitality management; event management; budgeting; supervision; employee training & development; public relations; interviewing; computer software & hardware (e.g., ERP systems*); applicable agency, state &/or federal laws, policies, procedures & standards*; skilled & semi-skilled trade procedures (e.g., water/wastewater management, carpentry, plumbing, heating, electrical)*; safety practices & procedures (e.g., employee safety, equipment operations)*.

Skill in communicating with park visitors; conflict resolution; equipment maintenance & operation as assigned (e.g., facilities management (maintenance & repair of infrastructure); related skilled & semi-skilled trades (e.g., lock administration, water...
quality & management)*; use of office equipment (e.g., telephone, photocopier, fax machine, cash register, calculator, personal computer).

Ability to plan, assign, supervise & evaluate the work of staff &/or contractors; plan & coordinate special events; apply laws, policy, procedures & standards pertaining to agency operations; define problems, collect data, establish facts & draw valid conclusions to make operational decisions; maintain accurate records; prepare & deliver speeches before general public; respond to questions regarding outdoor recreation; handle routine &/or sensitive inquiries from general public; establish & maintain working relationships; demonstrate professionalism & exceptional customer service; engage in physical activities (e.g., walking, climbing, navigating uneven or rough terrain).

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
Completion of graduate core program in natural resources management, parks & recreation management, facility management, hospitality management, business or public administration; 12 mos. supervisory exp.; valid driver’s license.

-Or completion of undergraduate core program in natural resources management, parks & recreation management, facility management, hospitality management, business or public administration; 12 mos. exp. in natural resources management, parks & recreation management, facility management, hospitality management, business or public administration; 12 mos. supervisory exp.; valid driver’s license.

-Or 36 mos. trg. or exp. in natural resources management, parks & watercraft management, facility management, hospitality management, business or public administration; 12 mos. supervisory exp.; valid driver’s license.

-Or 12 mos. exp. as Park & Watercraft Manager 1, 22516; valid driver’s license.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Positions operating watercraft must complete boat operator education course per Ohio Revised Code 1547.05.

UNUSUAL WORKING CONDITIONS:
May be called 24 hours per day, 7 days per week; may work evenings, weekends &/or holidays; may be exposed to chemical spray, dirt, dust fumes & noise, unpleasant odors, human & animal waste; may be exposed to dangerous machinery; may work in or near water; works outside to include walking long & short distances, climbing & navigating rough terrain, steep slopes & embankments & exposure to outdoor elements (e.g., inclement weather, animals, insects, poison ivy); may be exposed to unsafe conditions.
JOBS DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Plan, manage & oversee all division facilities, resources & operations within a state park district & collaborates with agency administration & division management in the development, recommendation & implementation of programs, policies & procedures, formulates district goals & priorities (e.g., prioritizes & plans for district projects, plans & coordinates personnel needs, determines district budgetary needs & manages resources within, analyzes district revenue, reviews & approves or disapproves district fee schedule, reviews & monitors district fee adjustments, manages resources necessary to accomplish district projects, monitors purchases to ensure compliance), directs subordinate managers & supervisors responsible for park management & watercraft operations (e.g., facilities & equipment, park & watercraft resources, public safety, custodial & maintenance, visitor services, programs & activities, capital design & construction, education & information, human resources), develops & coordinates maintenance, repair & replacement projects (e.g., suggests projects, oversees completion of projects, monitors spending), provides technical guidance & supervises assigned staff (e.g., establishes goals & expectations for park managers, completes & reviews performance reviews, participates in administrative investigations, disciplinary &/or grievance matters, conducts routine park inspections & provides feedback, approves leave, conducts training).

Serves as liaison between agency & other entities (e.g., concessionaires, governmental agencies, contractors), conducts lodge/concession reviews & inspections, ensures concessionaire inspections & contracts are current, participates in public relations (e.g., speaking engagements, marketing strategies, public information meetings informational materials), speaks to large groups & to various media outlets, monitors volunteer & friends group activities & relationships, works with managers to address customer complaints.

Performs administrative functions (e.g., develops district equipment replacement plans, oversees district inventory, approves or disapproves district purchase orders, prepares justification for purchase orders, collects & reviews cost comparability studies, reviews emergency action plans, directs the maintenance of all records and preparation of reports, prepares work proposals, coordinates & recommends concessionaire contracts), maintains district compliance with administrative directives & policies, coordinates district fleet (e.g., develops & coordinates district fleet plan, approves or disapproves fleet expenditures), attends meetings (e.g., ODNR, Army Corp of Engineers, boating associations, safety councils), & serves on committees.

MAJOR WORKER CHARACTERISTICS:
Knowledge of business development & administration; management science or public administration; project management; recreation management; facility management; hospitality management; event management; budgeting; supervision; employee training & development; public relations; interviewing; computer software & hardware (e.g., ERP systems*); applicable agency, state &/or federal laws, policies, procedures & standards*; skilled & semi-skilled trade procedures (e.g., water/wastewater management, carpentry, plumbing, heating, electrical)*; safety practices & procedures (e.g., employee safety, equipment operations)*.

Skill in communicating with park visitors; conflict resolution; equipment maintenance & operation as assigned (e.g., facilities management (maintenance & repair of infrastructure); related skilled & semi-skilled trades (e.g., lock administration, water quality & management)*; use of office equipment (e.g., telephone, photocopier, fax machine, cash register, calculator, personal computer).

Ability to plan, assign, supervise & evaluate the work of staff &/or contractors; plan & coordinate special events; apply laws, policy, procedures & standards pertaining to agency operations; define problems, collect data, establish facts & draw valid conclusions to make operational decisions; maintain accurate records; prepare & deliver speeches before general public; respond to questions regarding outdoor recreation; handle routine &/or sensitive inquiries from general public; establish & maintain working relationships; demonstrate professionalism & exceptional customer service; engage in physical activities (e.g., walking, climbing, navigating uneven or rough terrain).

(*) Developed after employment.
MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
Completion of graduate core program in natural resources management, parks & recreation management, facility management, hospitality management, business or public administration; 12 mos. exp. in natural resources or parks & recreation management, facility management, hospitality management, business or public administration; 12 mos. supervisory exp.; valid driver's license.

-Or completion of undergraduate core program in natural resources management, parks & recreation management, facility management, hospitality management, business or public administration; 24 mos. exp. in natural resources management, parks & recreation management, facility management, hospitality management, business or public administration; 12 mos. supervisory exp.; valid driver's license.

-Or 48 mos. trg. or exp. in natural resources management, parks & recreation management, facility management, hospitality management, business or public administration; 12 mos. supervisory exp.; valid driver's license.

-Or 24 mos. exp. as Park & Watercraft Manager 1, 22516; valid driver’s license.

-Or 12 mos. exp. as Park & Watercraft Manager 2, 22517; valid driver’s license.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Positions operating watercraft must complete boat operator education course per Ohio Revised Code 1547.05.

UNUSUAL WORKING CONDITIONS:
May be called 24 hours per day, 7 days per week; may work evenings, weekends &/or holidays; may be exposed to chemical spray, dirt, dust fumes & noise, unpleasant odors, human & animal waste; may be exposed to dangerous machinery; may work in or near water; works outside to include walking long & short distances, climbing & navigating rough terrain, steep slopes & embankments & exposure to outdoor elements (e.g., inclement weather, animals, insects, poison ivy); may be exposed to unsafe conditions.