



City of Phoenix

Park Ranger Supervisor*Urban

Job Code:	40122	Job Function:	Parks and Recreation
Salary Plan:	001	Grade:	046
FLSA:	Nonexempt	Labor Assign:	ASPTA
Benefit Cat:	007	EEO-4:	Protective Service NonSworn
SOC:	33-9032.00	Last Revision:	December 2024

This description shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the examples of typical functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

DEFINITION:

The fundamental reason this assignment exists is to supervise staff involved in urban parks to protect and safeguard the public and facilities. Educates the public on Code of Conduct and municipal code related to urban parks. The Park Ranger Supervisor*Urban ensures that the park area is adequately patrolled, and that rules, regulations, ordinances and statutes are obeyed. Work involves considerable public contact and requires tact and restraint.

DISTINGUISHING FEATURES OF THE CLASS:

This is a working supervisor in the series. Incumbents work under general supervision and exercise a high level of discretion and independent judgement in performing the full range of routine to complex duties related to the provision of protecting and safeguarding the public and facilities. Broad program responsibilities, handling the more complex problems, and supervision of subordinates distinguish this class from the class of Park Ranger Urban.

SUPERVISION RECEIVED/GIVEN:

Supervision is received from a Park Manager, or other supervisor.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only):

- Monitor staff daily to include riding with Park Ranger Urban and train staff in all aspects of the position such as writing reports, writing citations and department reports
- Schedule patrol routes and related activities to ensure adequate coverage
- Prioritize and assign work to staff and communicate daily operational goals
- Direct and manage the education and enforcement of park rules, regulations, and City ordinances to the public
- Authorize trespass notice requests based on approval procedure and notify supervision when necessary
- Communicate effectively and professionally with staff and the public
- Ensure staff adherence to all City policies and procedures, assigned details, and completion of work assignments on time



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- Review written materials to include daily park ranger logs, departmental reports, pay records, and other correspondence
- Manage difficult customer complaints
- Train staff to educate the public on the safe utilization of the parks
- Attend or present at meetings/trainings; provide accurate/relevant information to the public, coworkers and staff

REQUIRED KNOWLEDGE AND ABILITIES:

Knowledge of:

- Departmental regulations, City ordinances, and State statutes pertaining to municipal parks
- Local and non-indigenous plants and animals
- Poisonous and edible plants
- Desert ecosystem and Sonoran life zone
- Advanced first aid
- Park and building maintenance practices and procedures
- Radio communications

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Deal with the public in stressful situations requiring tact and diplomacy.
- Anticipate and solve problems.
- Understand and follow oral and written instructions provided in the English language.
- Communicate orally in the English language with customers, clients, or the public using a telephone or in a face-to-face one-to-one or group setting.
- Observe or monitor objects to determine compliance with prescribed operating or safety standards.
- Coordinate the movement of more than one limb simultaneously.
- Bend or stoop repeatedly or continually over time.
- Lift arm above shoulder level.
- Travel over rough, uneven, or rocky surfaces.
- Move heavy objects (50 pounds or more) long distances (more than 20 feet).
- Use common hand tools, such as a hammer, saw, screwdriver, or similar tool.
- Work in a variety of weather conditions with exposure to the elements.
- Learn job-related material through oral instruction and observation and through structured lecture and reading. This learning takes place in both an on-the-job and classroom setting.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation and grammar.
- Remain in a standing position for extended periods of time.
- Work cooperatively with other City employees and the public.
- Work safely without presenting a direct threat to self or others.



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Additional Requirements:

- First Aid Certification
- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

ACCEPTABLE EXPERIENCE AND TRAINING:

Three years experience as a park ranger and completion of advanced first aid training including CPR. Other combinations of experience and education that meet the minimum qualifications may be substituted.