



City of Phoenix

## Park Ranger\*Urban

Job Code:	40133	Job Function:	Parks and Recreation
Salary Plan:	001	Grade:	040
FLSA:	Nonexempt	Labor Assign:	ASPTEA
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 protect and preserve urban parks and safeguard the public and facilities. Park Ranger\*Urban positions educate the public on the Code of Conduct and the Phoenix Municipal Code related to urban parks.

### **SUPERVISION RECEIVED/GIVEN:**

Supervision is received from a Park Ranger Supervisor\*Urban, or other supervisor.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only):**

- Patrols urban parks on foot and in a vehicle
- Ensures safety of park guests and educates the public about the Code of Conduct
- Provides assistance and acts as a liaison to the public
- Responds to questions concerning park and recreation facilities, programs, policies, rules and regulations
- Performs a wide variety of patrol and related duties involving the education and enforcement of City Codes and park rules to ensure safe and efficient access for the public and staff.
- Patrols the entire city urban park system by vehicle, bicycle, or on foot to ensure safe and proper use of City parks, lands and facilities
- Responds to the public inquiries and complaints
- Interprets and enforces City regulations and park rules; addresses violations; issues verbal warnings and/or citations as appropriate
- Responds to emergency medical incidents; notifies appropriate response agencies; assesses and secures accident scenes; provides traffic and crowd control
- Performs routine administrative tasks such as filing, answering telephones/returning phone messages, preparing forms, reports and accounting documents; prepares written reports of incidences and accidents and maintains a variety of logs, records, and files
- Frequently testifies in administrative hearings and court proceedings
- Issues criminal, civil, and parking citations
- Routinely issues trespass notices for violations of Parks' Code of Conduct, following procedures outlined in city policy



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- Engage in community outreach by connecting human service providers with individuals experiencing addiction, homelessness, and other impediments to wellness while in City of Phoenix parks

### REQUIRED KNOWLEDGE AND ABILITIES:

Knowledge of:

- Departmental regulations, City ordinances, and State statutes pertaining to municipal parks
- Parks Code of Conduct
- Security observation
- Principles and practices of exercising situational awareness and safety protocols
- First aid
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff
- Park and building maintenance practices and procedures
- Radio communications

Ability to:

- Learn and enforce rules, regulations, ordinances, and statutes.
- 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.

### Additional Requirements:



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- 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:**

One year of experience in public recreation, security, or related field. Other combinations of experience and education that meet the minimum qualifications may be substituted.