

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION
VISITOR SERVICES ASSOCIATE**

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future Department of Natural Resources positions that perform a combination of visitor services, financial activities, and multi-program support work in the state parks, forests, and recreation areas. This classification specification is not intended to identify every duty that may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

The positions in this classification are located in the Department of Natural Resources (DNR) state parks, state forests, and recreation areas and perform a combination of services. They provide various visitor services for users of the resource area such as: register campers and provide resource area information, complete financial activities regarding revenue and the resource checkbook and accounts, and provide multi-program support such as answering questions regarding rules and regulations of multiple DNR programs and assisting visitors in filling out permits and registrations.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which meet the statutory definition(s) of confidential, supervisor and/or management as defined in s. 111.81(7), (19) and (13), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which are, for a majority of the time, engaged in visitor service, financial activities, or multi-program support, but are not located at a state park, state forest or recreation area and are more appropriately classified as Office Associate or Office Operations Associate.

3. Positions which are located at DNR Service Centers and perform the full range of customer support services and are more appropriately classified as Natural Resources Customer Service Representative.
4. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competitive examination.

II. DEFINITIONS

VISITOR SERVICES ASSOCIATE

Positions in this classification provide a combination of visitor services, related financial activities, and multi-program support within the Department of Natural Resources state parks, state forests, and recreation areas. Work is performed under general supervision.

Positions do a combination of the following duties.

Visitor services: perform visitor service and support functions such as greeting, assisting, and informing visitors about area recreational and educational opportunities, law enforcement policies and resources management issues; register and check in campers using state and national reservation systems such as ReserveAmerica; answer general questions regarding the specific area and DNR programs, rules and regulations that pertain to the resource area; assist customers in completing forms, sell and issue permits and registrations and refer customers to Service Centers for purchase and issuance of more complex licenses, permits, registrations, or for resolution of licensing/permit problems; assist in recruiting, interviewing, and hiring LTE staff; schedule, oversee and train LTE staff in visitor relations, computer operation, revenue collections, sales and camper registration, first aid and emergency action plans, etc.;

Financial activities: order, receive, count, and securely store admission stickers inventory; order and maintain registration forms, brochures, pamphlets, and merchandise; collect revenue from admission stickers, campsite fees, firewood and other supplies and keep accurate records to ensure the account balances at the end of each shift; manage the checking account by keeping track of the budget and purchasing records, depositing revenue, auditing revenue collection accounts, preparing and processing revenue remittances, invoices and employee payroll, leave, and time reports, reconciling accounts with the Central Office accounts, and generating various reports as required; maintain files, records, policy and procedure manuals and handbooks, updating them when necessary;

Multi-program support: develop and maintain publications such as park, forest or recreation area newsletters and directories; prepare and distribute incoming and outgoing mail; process, follow up on, and file courtesy notices; perform data entry and word processing projects such as correspondence, announcements, signs, publications, reports, and logs; answer the telephone and use the base, mobile and portable radio systems to contact or receive messages from rangers or wardens, keeping accurate and legible logs and providing responses; operate and maintain computers, cash registers, credit card identifiers, automated voice mail, copy equipment, and other office equipment, calling the vendor as necessary; order and maintain office supplies; maintain manual computer backup procedures and implementation schedules in the event of computer failure; and ensure cleanliness of and maintain the visitor center, parking lots, roadways, rest rooms, picnic tables, and landscaping, as needed or requested.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective July 24, 2005 as part of the Administrative Support Unit Survey and announced in Bulletin OSER-0071-MRS-SC to describe positions that perform visitor services at state parks, forests and recreation areas. The positions were formerly classified in the Program Assistant or Financial Specialist series.

SPJ/PLW
23080