

SUMMARY: Performs responsible management duties in directing the operation and maintenance activities of a large state park(s) that hosts 2 campgrounds, a complex trail system with 6 trailheads, located on state, private and town owned land with year-round recreational activities and related work as required.

RESPONSIBILITIES:

Recruits, interviews and recommends for hire, trains, supervises, schedules and evaluates more than 20 employees and volunteers and related paperwork to staff park for quality public service. Provides a positive work environment to support and motivate employees through regular communication, setting clear expectations, recognizing accomplishments, providing adequate training, assisting staff, and by establishing and maintaining communication and teamwork at the park and within the larger parks system. Oversees retail staff to insure appropriate quality and quantity of goods and compliance with concession agreements and public health laws.

Plans, organizes and evaluates maintenance operations and supplies for Monadnock which include Headquarters, Gilson Pond Area, and Old Toll Road, Rhododendron, and Annett Wayside State Parks and any other park of historic site that may fall within the Monadnock area. To efficiently care for state buildings and grounds: Supervises and/or does the repairs of plumbing, electrical and building maintenance emergencies to insure quality workmanship and uninterrupted functioning of the park. Works with regional manager in inspection of contract work to ensure compliance with terms and quality control.

Oversees collection of fees through day use, camping, special use permits, and facility use and concessions. Ensures proper cash handling procedures are being complied with and revenue is appropriately collected for the use of state assets in accordance with the fee package and other policies.

Budget/Planning. Prepares, monitors and adheres to budgets, schedules and plans to maximize parks financial and service performance. Prepares regular reports on parks operations covering revenue, costs, visitorship, forecasts, conformance with budget, and parks condition. Develops innovative solutions to address parks issues. Efficiently schedules and allocates financial and staffing resources based upon need. Supervises staff and delegates responsibilities to achieve management expectations.

Approves and/or does outgoing correspondence, daily cash reports, payroll, invoices, etc., to make sure that the above is accurate and for the financial well being of the state. Writes up annual reports of maintenance operations and inventories to keep accurate and timely records of the park for Headquarters in Concord. Examines special problems and requests of the public to insure their satisfaction.

Ensures park is maintained to the highest standards of appearance and function including beach cleaning, bathroom function and appearance, trash collection and removal, sidewalk and parking lot cleanliness, facility and condition and appearance, lawn and landscaping appearance, and sign appropriateness and condition. Ensures properly functioning infrastructure and supporting equipment. Enhances visitor experience by ensuring compliance with parks rules, assisting visitors, providing timely response to complaints, and treating people with respect.

Establishes park safety policies and checks safety conditions of trails and park buildings and grounds to insure the well being of public and park employees. Prepares requisitions for supplies and equipment to keep the park up to approved standards.

Maintains positive, productive community, organizational, volunteer, intra-agency and inter-agency relationships while representing and supporting Monadnock's management priorities. Establishes and maintains positive working relationships and regular communication with the Society for the Protection of NH Forests, Town of Jaffrey officials, law enforcement and emergency response personnel and other state agencies, parks boards and the Monadnock Advisory Commission and local nonprofit organizations. Serves as the focal point for communication, coordination and implementation of initiatives and directives for Monadnock State park and others areas as assigned.

Promote a customer service culture that includes support and assistance to visitors, a friendly atmosphere, timely responses to complaints, treating people with respect and creative solutions to address visitor expectations. Support parks marketing and promotional initiatives

Conducts mountain search and rescue operations (occasional technical) in all types of weather and at all hours to help protect and/or save human life and limb; as well as coordinating, planning, and training with other responsible public agencies and volunteer entities.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with major study in parks management, recreation, hospitality or a related natural science field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' experience in park management and operations or related work in the recreational field, including supervisory experience. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Eligibility for New Hampshire driver's license.

SPECIAL REQUIREMENTS: Must have at least one year of experience directly supervising employees. Must obtain Wilderness First Aid or higher EMS certification within two (2) years of date of hire.

DISCLAIMER STATEMENT: The supplemental job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to the position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

Agency conditions of employment for classified positions: Selected candidates subject to criminal background check, and if required to drive as part of the position responsibilities, candidate must provide a current Division of Motor Vehicle record post offer.

Prior to applying, be sure that you have completed your profile including your complete employment history, education history, credentials and contact information. Please bear in mind that your education and experience must be relevant to the specific position for which you are submitting an

application. You are encouraged to provide a copy of your current resume, but resumes will not be accepted in place of a fully completed application for employment. All paper applications must be sent to the above address.

Questions regarding this position can be directed to Tara Blaney, Southern Regional Park Supervisor at tara.blaney@dncr.nh.gov or 603-485-1031.

In order to receive credit for post-secondary education, a copy of official transcripts with a seal and/or a signature MUST be included with this application. If copies of have been requested, please reference this and have them forwarded to Shawna Bateman, Human Resource Assistant at the above address or to shawna.bateman@dncr.nh.gov Please reference JOB ID#13115 on your transcripts.

*TOTAL COMPENSATION INFORMATION

The State of NH total compensation package features an outstanding set of employee benefits, including:

HMO or POS Medical and Prescription Drug Benefits:

The actual value of State-paid health benefits is based on the employee's union status, and employee per pay period health benefit contributions will vary depending on the type of plan selected.

See this link for details on State-paid health benefits: <https://das.nh.gov/hr/benefits.html>

Value of State's share of Employee's Retirement: 12.15% of pay

Other Benefits:

- o Dental Plan at minimal cost for employees and their families (\$500-\$1800 value)
- o Flexible Spending healthcare and childcare reimbursement accounts
- o State defined benefit retirement plan and Deferred Compensation 457(b) plan
- o Work/life balance flexible schedules, paid holidays and generous leave plan
- o \$50,000 state-paid life insurance plus additional low cost group life insurance
- o Incentive-based Wellness Program (ability to earn up to \$500)