



Rest Area Specialist Midland Rest Area

OPENING DATE/TIME: 03/12/2018

CLOSING DATE/TIME: 04/02/2018 11:59 p.m.

SALARY: \$17.52 - \$23.65 per hour/\$3,037 - \$4,099 per month

JOB TYPE: Permanent

LOCATION: **Midland Rest Area**, on the northbound side of Highway 97, approximately eight miles south of Klamath Falls.

AGENCY: Travel Information Council/Oregon Travel Experience

DESCRIPTION: Are you seeking an opportunity to work in a program that improves the experience for the millions of travelers who use Oregon's Highway Rest Areas each year? The State of Oregon Travel Information Council (DBA Oregon Travel Experience) is hiring Rest Area Specialists to staff five locations being added to our existing portfolio of 17 rest areas around the state on July 1, 2018.

The successful candidate must reside within a maximum 60-minute travel distance for response to emergency situations at the rest area when on call.

ABOUT THE AGENCY: OTE is a semi-independent state agency overseen by a council composed of eight appointees of the Governor and one member of the Oregon Transportation Commission. Its mission is to create a great visitor experience by providing direction to destinations, connecting travelers with Oregon's resources, and ensuring safe and convenient travel. The agency's annual operating budget will grow to more than \$12 million (on July 1, 2019) with Capital Improvement funding for rest areas of approximately \$8 million in the two-year period beginning July 1, 2018. The agency has approximately 50 FTE in the central office and rest areas statewide. If you would like more information about Oregon Travel Experience visit www.ortravelexperience.com.

WHAT'S IN IT FOR YOU:

- Comprehensive medical, dental, and vision plans for the employee and qualified family members, including \$5,000 in employee basic life insurance.
- Paid sick leave, vacation, personal leave and 10 paid holidays per year.
- Membership in the Public Employees Retirement System (PERS)/Oregon Public Service Retirement Plan (OPSRP).

DUTIES & RESPONSIBILITIES: Our Rest Area teams oversee all aspects of rest area operations and maintenance, from cleanliness to interacting with travelers. The primary purpose of this position is to assist in the day-to-day operations and maintenance of a rest area. You will assist the Rest Area Supervisor and help oversee the facility, provide janitorial, landscaping and maintenance services, and oversee contractors or licensed personnel performing work. You will be trained to monitor and maintain all systems to ensure safe and efficient operations. You will assist in the acquisition of supplies and materials, and maintain an accurate inventory of the materials at the rest area. You will provide customer service to travelers, and serve as a field representative to other agencies, partners, and the public.

You must have and maintain a valid driver license and an acceptable driving record. You also must obtain and maintain First Aid/CPR certification from an agency-accepted certification authority.

Rest Area Operations Coordination

- Act on the directions and tasks assigned by the Rest Area Supervisor; coordinate Rest Area operations when the Supervisor is not present.
- Coordinate the maintenance activities of on-call/intermittent employees and contractors working on facilities and grounds. Inspect others' work and report on quality, acceptance, or improvements needed. Monitor, test and maintain water, wastewater and other systems as required.
- Maintain accurate and timely daily logs, working files, inventories, contracts and records.
- Inspect property and facilities to identify potential hazards; take appropriate and necessary measures to eliminate or mitigate hazards. Conduct property inspections to identify and report status of structures and grounds.
- As directed or necessary, obtain cost quotations, order materials, or authorize work according to agency operating procedures and policies.
- Respond to Rest Area emergencies and report those emergencies up the chain of command.
- Monitor building security and safety by performing such tasks as inspecting doors, windows and locks to see that they are properly and securely fastened. Check electrical systems to ensure no hazards are present.
- Observe appearance and conditions of premises and equipment; report needed repairs, safety hazards, or conditions requiring outside contractor services.
- During inclement weather, remove snow and ice from sidewalks, walkways and parking areas using snow blowers, snow shovels, and spreading snow-melting chemicals.

Landscaping, Janitorial & Maintenance Duties

- Ensure that OTE maintenance standards are met for all facilities and grounds.

- Perform minor maintenance and repairs to facilities, equipment, and fixtures as necessary.
- Monitor the inventory of parts, maintenance supplies and materials; report needs to the Rest Area Supervisor.
- Monitor the condition of facilities, equipment, utility systems and grounds; report needs to the Rest Area Supervisor.
- Maintain grounds by mowing, blowing, edging, power washing, picking up branches and leaves, weeding, watering, and spraying.
- Ensure restrooms are clean by sweeping, washing, disinfecting and mopping floors, walls, ceilings and fixtures with approved chemicals. Areas of cleaning include: inside and outside walls, toilets, urinals, fixtures, ceilings, floors, mirrors, hand dryers, windowsills, partitions, garbage cans, sidewalks, and parking areas. Keep toilet paper, paper towel, and sanitary napkin dispensers filled. Collect and dispose of garbage, litter, tree limbs and other debris. Clean tables, benches, walkways, parking areas, signs, drinking fountains and other fixtures.
- Perform minor maintenance such as unplugging toilets, replacing light bulbs, removing graffiti, and painting.

Information & Assistance

- Interact with the traveling public. Promote compliance with Rest Area rules and regulations. Discourage unapproved or disruptive activities. Request law enforcement assistance as needed.
- Work with free coffee program permit holders and other volunteers.
- Cooperate with local Rest Area advocates who are working with OTE to help plan and develop improvements at the Rest Area.
- Interface with other agencies involved with Rest Area operations.
- Work with and respond to other OTE staff through phone, email, and in-person contact that supports open and frank communications, demonstrates a positive business attitude, and promotes an environment of mutual respect.
- Report daily to the Rest Area Supervisor or Rest Area Operations Manager any incidents or changes in normal activities and operations.

Working Conditions

- Interacts frequently with the public. Often works alone.
- Works various shifts including weekends, holidays, evenings and occasional long hours on short notice.
- Travels, including overnight to headquarters or other facilities for meetings and training.
- May be exposed to environmental and chemical hazards, allergens, and odors standard to area of assignment.
- Cleans up and disposes of human-generated and animal waste.
- May be exposed to hostile and offensive language and actions from the public.
- Works in, on and around buildings, facilities and grounds, inside and outside in all weather conditions; uses vision and hearing, manual dexterity, communication and motor skills to perform the duties of the position, including emergency response situations; traverses up and down inclines and stairs, over rough, uneven and slippery terrain or paved surfaces; maneuvers objects weighing up to 50 pounds; uses ladders, reaches above shoulder level, and works on hands and knees; bends, stoops, crouches, kneels, climbs, twists, pushes and pulls in regular performance of duties.

- The individual in this position must perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; actively engage in and promote a positive work environment; develop good working relationships with agency personnel and with appropriate external partners; identify and resolve problems in a constructive manner; demonstrate openness of constructive feedback and suggestions; and contribute to a positive, respectful, and productive work atmosphere creating a positive, productive environment focused on results. Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

Employee will be scheduled for on-call periods, and must live within a 60-minute maximum travel response time to the rest area in case of emergency call out.

QUALIFICATIONS, REQUIRED & REQUESTED SKILLS:

To be considered for this position you must meet the following minimum qualifications (required skills):

- Four years of customer service related experience (e.g. providing people with information and assistance, etc.) **AND/OR** maintenance experience (e.g., construction trades, landscaping). **OR**
- A Bachelor's degree in Park and Recreation Administration, Natural Resource Management, Environmental Studies or a related field **and** one (1) year of customer service experience (e.g. providing people with information and assistance, etc.) **AND/OR** maintenance experience (e.g., construction trades, landscaping). **OR**
- An Associate's degree in Park and Recreation Administration or Natural Resource Management, Environmental Studies or a related field **and** two (2) years of customer service experience (e.g. providing people with information and assistance, etc.) **AND/OR** maintenance experience (e.g., construction trades, landscaping).

Transcripts: To receive credit for coursework required to meet the minimum qualifications, you must attach transcripts to your application. See the detailed instruction related to transcripts in this job posting.

Requested Skills/Desired Attributes:

Preference may be given to those applicants who possess the following:

- Effective interpersonal and written communications skills to obtain and provide needed information. Able to provide factual information based on observation, knowledge and understanding.
- Exceptional customer service and courtesy while communicating with others, including upset and difficult rest area visitors.
- Skill in maintaining composure and taking appropriate action during emergency or emotionally charged situations.
- Skills and knowledge of basic facility operations and maintenance.
- Skill in evaluating situations, applying rules and guidelines, determining and carrying out appropriate course of action to achieve desired results.

- Skill in giving direction concerning work procedures to individuals in accomplishing different and varied tasks to achieve goals.
- Skill in the safe use of tools, material and equipment associated with landscape, building, facility and utility system maintenance.
- Skill in performing basic plumbing, carpentry, painting, and grounds keeping.
- Competence in basic computer operations and software, including Microsoft Office for email, spreadsheets and word processing.

HOW TO APPLY & ADDITIONAL INFORMATION:

In an attachment by email to hr@oregonte.com, submit both a resume that includes dates and locations of your current and prior employment **and** a detailed cover letter that clearly states:

- The location(s) for which you are applying (there is more than one location open. You may submit one application for multiple positions, so long as you list each location in the cover letter).
- Your qualifications for the position(s) you seek. **You must include work experience that documents how you meet the minimum qualifications and requested skills.** Do not attach any additional materials unless transcripts or veterans' preference documentation is required.
- **Your cover letter must clearly demonstrate how you meet the minimum qualifications and requested skills listed for this position.**

Veterans' Preference: Eligible veterans who meet the qualifications will be given veterans' preference. To receive preference, you **MUST** attach appropriate documentation as outlined by the Department of Administrative Services at the following website <http://www.oregon.gov/jobs/Pages/Vet-resources.aspx> or you may call the Oregon Department of Veterans' Affairs at 1-800-692-9666.

Driver License: This position requires you to possess and maintain a current valid license to drive issued by the state of residence.

Criminal Records Check: Employment is contingent on the outcome of a criminal records check which may require fingerprints (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

Questions? If you have questions about the recruitment and selection process, please email hr@oregonte.com.

Special Information:

- All application materials will be reviewed for communication at a professional level with attention to proper grammar, spelling, and punctuation.
- Unless otherwise required by statute or contract, all OTE employees are employed "at will," which means that your OTE employment may be terminated by the employee or OTE, at any time for any lawful reason, with or without cause, and with or without advance notice. You may also resign your employment with OTE at any time. Any contract establishing an employment relationship with OTE other than "at will" must be in writing, signed by the Executive Director and approved by the Executive Committee of the Travel Information Council.
- No relocation costs will be authorized.

- The compensation on all announcements may change without notice.

**Oregon Travel Experience is an Equal Opportunity, Affirmative Action Employer
Committed to Workforce Diversity**