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**PARKS, RECREATION &
NEIGHBORHOOD SERVICES**

The following park locations may have Recreation Leader assignments available:

HAPPY HOLLOW PARK & ZOO (HHPZ) is a 16 acre amusement park and Association of Zoo's & Aquariums (AZA) accredited zoo. HHPZ is open year-round catering to families with children. It operates seven amusement park rides, showcases various endangered species, and operates one of the oldest classical puppet theaters in California, as well as offering many other playgrounds and attractions emphasizing play and imagination in a natural conservation setting. HHPZ has the following positions available and all Recreational Leaders at HHPZ may be required to perform other duties of a similar nature or level.

HHPZ – CELEBRATIONS: The Celebrations Program and its members are responsible for providing exceptional customer service to ensure that each party is a memorable and hassle-free experience for our HHPZ guests. Other responsibilities include, but are not limited to leading and monitoring duties of party hosts, creation of party event schedules, coordinating and supporting party events (e.g. food/catering, costume character visits, up-selling services, organizing activities for children ages 2 and up), ordering supplies, and providing basic administrative assistance.

HHPZ - FACE PAINT: The Face paint program and its members are responsible for providing excellent customer service, providing professional artistry for each customer transforming their visit into a memorable day. Other responsibilities include training staff, scheduling, organizing equipment, organizing off site events, creating new face paints, monitoring & leading staff. This position will also require set-up and clean-up of equipment, as well as standing and bending over for long periods of time. The face painting booth is open 7 days a week & applicants should be willing to work a combination of weekends and weekdays.

HHPZ - GUEST SERVICES: This position is responsible for ensuring exceptional customer service, reflecting a positive attitude, and welcoming all guests upon arrival to Happy Hollow. A Guest Services Lead must be detail oriented, willing to take initiative, and enjoy working in a team environment. This position will go through a tiered training including Turnstiles, Admissions, Membership, and Guest Services; to ensure a well-rounded host for the customer service desk. Additionally, this position leads and monitors the performance of all cashiers, and front gate staff. Responsibilities include, but are not limited to; selling park admissions, memberships, turnstile operations, birthdays, group reservations, assisting lost parties, administer first aid, creating daily operating schedules, ensuring daily cleanliness of front gate area, ordering supplies, and providing administrative.

HHPZ - MEMBERSHIP: This position is responsible for ensuring exceptional customer service, reflecting a positive attitude, and welcoming all guests upon arrival to Happy Hollow Park & Zoo. A Membership Cashier must be detail oriented, willing to take initiative, and enjoy working in a team environment. This position will go through a tiered training including Turnstiles, Admissions, and Membership; to ensure a well-rounded cashier. Membership Cashiers sell Happy Hollow Memberships, as well as assist members with inquiries, concerns, and enforce membership policies. Responsibilities include, but are not limited to; selling memberships, completing applications over the phone or by mail, handling payments, responding to member request forms, reviewing and correcting guest information in the membership database, processing membership tickets, and resolving guest concerns.

HHPZ – PARKING: The function of the Parking Lead is to provide daily support to the Parking Operations of multiple Kelley Park parking lots and to ensure easy access for all visitors to Happy Hollow, History Park San Jose, Japanese Friendship Gardens, and Leininger Community Center. The Parking Lead will lead, train and monitor duties of parking cashiers; cash handling and register operations; creating daily operating schedules; coordination and communication with Park Rangers, Happy Hollow, Leininger Community Center, and Parks Maintenance; use of traffic safety equipment, directional, and safety signs

HHPZ – PICNIC BASKET & DOUBLE H CATERING: The Picnic Basket Recreation Leader is responsible for assisting the Cook & Food Service Manager in managing the Food and Beverage operations at Happy Hollow Park and Zoo's Picnic Basket restaurant, on and off site catering, and remote concession stands. General duties include assisting in the training; cashiering, developing and maintaining relationships with work experience program volunteers, assist with developing seasonal food and beverage menus; overseeing food preparation quality and safety; and developing and maintaining an attractive and consistent presentation. Training will be provided.

HHPZ - PUPPET THEATER: Puppet Theater Leads are responsible for performing daily puppet shows; assisting with the fabrication of puppets, scenery, and props; delivering improvisational performances; providing HHPZ mascot escorts around the park; interacting with the Happy Hollow guests; and coordinating special events. Other responsibilities include, but are not limited to, assisting in developing new and updating existing marionette, hand and rod puppet shows for in-park and outreach performances; working with Puppet Theater and Entertainment Coordinator

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to create story lines; participating in the coordination and presentation of puppetry workshops; performing routine maintenance tasks such as cleaning of puppet production areas; performing daily safety checks in public and staff areas; and working weekends, evenings, and holidays during all climatic conditions, as assigned.

HHPZ – REVENUE: The Revenue Team is responsible for cash handling and securing funds in accordance with the City of San Jose Policy. Typical responsibilities include, but are not limited to, accurate counting of cash and coins, preparing daily money distribution to cashiers, ability to maintain effective communication with employees and customers to express oneself clearly and concisely, closing out cashiers, ability to problem solve, prepare banking deposits, filling, and emptying coin change machines, follow written and oral instructions, and willing to work weekends and holidays. Knowledge of 10-key calculator, and excel spreadsheets preferred. Physical requirements include walking from cash control room to various register sites and lifting to 40 lbs.

HHPZ - RIDES & ATTRACTIONS: This position supports the Rides & Attractions program and is responsible for assisting with the daily cleanliness and safe operation of park rides and attractions. Additionally, this position monitors the performance of ride operators ensuring the safety of guests and all proper safety procedures are followed. Other typical responsibilities include, but are not limited to; operating rides; creating daily operating schedules; coordination of support departments such as mechanical and park maintenance; ensuring daily cleanliness of rides, attractions, and party areas; ordering supplies; courteously enforcing ride requirements to passengers; and providing administrative assistance. This position requires individuals to work in various weather conditions and physical requirements include, and are not limited to, the following: ability to stand and walk eight hours for entire shift; constant kneeling, bending, reaching above shoulder, pushing, and pulling; constant lifts and carries up to 30 pounds.

HHPZ – ZOO EDUCATION (Registrar): This position is responsible for ensuring exceptional customer service assisting all guests with booking requests for classes and camps through Happy Hollow's Education Department. An Education Registrar must be detail oriented, self-motivated, and enjoy working in a team environment. This position will go through a tiered training including cash handling, scheduling, and training with a mentor to successfully use both Siriusware and ActiveNet reservation systems. Additionally, this position is the first point of contact for many of our guests, so a positive, friendly attitude is encouraged. Responsibilities include, but are not limited to; scheduling offsite programs, assisting customers with registration for classes and camps, cash handling, payment processing, proficiency in both Siriusware and ActiveNet reservation systems, answering phones and emails, record keeping, and providing administrative assistance to the education coordinator.

ALMADEN LAKE PARK is looking for talented and qualified individuals with a wide variety of skills relating to outdoor recreation. As a Recreation Leader for Almaden Lake Park, responsibilities may include planning of summer camps, implementation of age appropriate activities, arts and crafts, sports and nature. Our programs are based on the outdoor recreation experience, where children, teens, adults, persons with disabilities and seniors will have the opportunity to become active in the open space at Almaden Lake Park, and the surrounding parks. Programs that will be held may include recreational based camps, fitness, specialty programs (bocce, tournaments, campfires, fishing) and special events (movie nights, spring egg hunt). As a Recreation Leader, you may be responsible for leading these activities and special events. In addition to programming hires will be responsible for cash handling and working with the public. Hours allotted for this position range from 10-20 hours a week depending on schedule, qualifications, and job performance. Programs will be held during park hours and include the morning, evening, and weekends, with summer camps held M-F, providing a variety of shifts for staff.

CALABAZAS BMX PARK is looking for BMX enthusiasts who can train participants and help develop their BMX skills. As a Recreation Leader for the Calabazas BMX Program, responsibilities may include planning of camps, implementation of BMX training curriculum, and providing other outdoor recreation activities for participants during Extended Care. The BMX Program consists of participants ages 5-16 years old with a wide range of skills. Hours allotted for this position range from 10-20 hours a week (M-F), depending on schedule, qualifications, and job performance.

CITYWIDE SPORTS FACILITIES RESERVATIONS UNIT is seeking committed and qualified individuals who have great customer service and enthusiasm to work in an outdoor setting. As a Field Marshall for Citywide Sports, responsibilities include opening and closing sports fields, turning lights on/off at different field locations, interacting with coaches, participants, referees, and parents. The position also requires transportation to drive from one field to another, as needed. Weekday hours may range from 4:00 pm-10:00 pm, and weekends may include shifts between 7:00 am-10:00 pm.

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COMMUNITY GARDENS is seeking friendly and motivated individuals to assist with various office related tasks. The ideal candidate will possess excellent customer service and communication skills, including basic knowledge in Microsoft Word, Excel and Power Point. Responsibilities include, but are not limited to, database management and record keeping, follow-up on program inquiries via e-mail and telephone, interact with program participants in a respectful manner on a daily basis, coordinate with public and government agencies, coordinate with other city departments, and perform site-visits (a possession of a valid driver license is required). Hours will range from 10-20 hours per week. All candidates should also be available to work occasional Saturdays as needed.

EMMA PRUSCH FARM PARK is looking for individuals that have experience with animals, children, gardening and with a wide variety of recreational skills. We are interested in those that are friendly, motivated, and enthusiastic and have great customer service skills. Responsibilities include working with children ages 2-12 years and interacting with them in the gardens, with various animals (chickens, peacocks, pigs, goats, and cows), summer camps and tutoring. Hours allotted vary from 5-25 per week, with weekends and early evening required.

LAKE CUNNINGHAM ACTION SPORTS PARK is seeking talented and qualified individuals whom have great customer service and enthusiasm to work in an outdoor recreation setting. As a Recreation Leader for Lake Cunningham, responsibilities may include implementation of age appropriate activities for summer camps, fitness programs, and the Lake Cunningham Action Sports Park. The Action Sports Park is specifically seeking candidates that are talented in action sports (skateboarding, BMX biking, scootering), have a great attitude and prior experience with cash handling. Programs at Lake Cunningham may include recreational based camps, fitness camps, skate & BMX Camps, specialty programs and special events. As a Recreation Leader, you may be responsible for leading these activities and special events. Hours allotted for this position range from 10-30 hours a week depending on schedule, qualifications, and job performance. Programs will be held during park hours and include the morning, evening, and weekends. Summer camps are held M-F, providing a variety of morning and afternoon shifts for staff. Action Sports Park staff should be available to work weekends and holidays.

LEININGER CENTER Recreation Leaders provide exceptional customer service when serving community members. Recreation Leaders in this position will monitor rental facilities, monitor adherence to park rules and issue permits, and assist park guests as needed, mainly on weekends and evenings. Duties may include general clerical work, such as data entry and processing permits during the week, and may range from. The job also entails setting-up and taking-down rental equipment which may include lifting, moving, and pushing items for rental facilities. Computer skills in Microsoft Office programs and RECS are desired. Hours vary and may range from 4 -10 hours a week, or as needed.

REGIONAL PARKS PARKING is seeking candidates to assist with supporting the parking operations at Almaden Lake Park, Alum Rock Park, and Lake Cunningham Park. This position will provide daily support to the parking operations to ensure easy access for all visitors, operate cash registers, perform proper cash handling procedures, coordinate and communicate with Park Rangers and Lead Park Staff, and use traffic safety equipment, directional and safety signs. Hours vary and are typically seasonal (summer).

