



STATE OF OREGON
invites applications for the position of:
**Rest Area Specialist,
Manzanita (Rest Area
Specialist II)**

JOB CODE:	OTE14-0012
OPENING DATE/TIME:	11/19/14 12:00 AM
CLOSING DATE/TIME:	11/30/14 11:59 PM
SALARY:	\$16.97 - \$24.66 Hourly \$2,941.47 - \$4,274.40 Monthly
JOB TYPE:	Permanent
LOCATION:	Grants Pass, Oregon
AGENCY:	Oregon Travel Experience
DESCRIPTION:	



Oregon Travel Experience (OTE) is a semi-independent agency where our 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. Our programs help strengthen local economic infrastructure across the state by directing traffic to essential services with our highway logo sign program. We also ensure that travel is both safe and convenient with onsite rest area supervision.

Oregon Travel Experience also administers the Oregon Heritage Tree and Oregon Historical Marker programs with groups of highly motivated and professional volunteers. These programs preserve our state's important historical icons.

Our Rest Area teams oversee all aspects of rest area operations and maintenance, from cleanliness to handing out tips about where to find an open diner. OTE supervises many rest areas across the state and bases its rest area management on the needs of the motorist as well as the communities which exist nearby. We collaborate with community leaders and regional businesses to provide the very best motoring experience possible.

This posting is for **one(1) full-time position at our Manzanita Rest Area** location near Grants Pass on I-5 milepost 63. Successful candidate must reside within a 60 minute travel distance for response to emergency situations at the location, and preference will be given to qualified applicants currently residing within this 60 minute travel distance. No relocation costs will be authorized. OTE facilities serve the traveling public every day of the year, and the successful

candidate will be available to work weekdays, weekends, and holidays.

If you would like more information about Oregon Travel Experience visit otravelexperience.com/ . All communication with applicants will be via email. Questions should be directed to hr@oregonte.com.

DUTIES & RESPONSIBILITIES:

The primary purpose of the **Rest Area Specialist II** position is to assist in the coordination of day-to-day operations of a Rest Area with higher than average traffic counts, and/or with features or amenities; Assist the Rest Area Supervisor and oversee the activities of employees performing regular facility and landscape maintenance, and other contractors or licensed personnel performing electrical, plumbing, painting and other work; Monitor and maintain all systems to ensure safe and efficient operations; Assist in the acquisition of supplies and materials, and maintain an accurate inventory of the materials at the rest area; Serve as a key field representative to other agencies, partners, and the public.

Must have and maintain a valid driver license and an acceptable driving record. Must have and maintain First Aid/CPR certification from an agency accepted certification authority.

Rest Area Operations Coordination

- Act on the directions and assigned tasks given by the Rest Area Supervisor and coordinate Rest Area operations when the Supervisor is not present.
- Coordinate the maintenance activities of employees working on facilities and grounds. Inspect employees' work and report on quality, acceptance, or improvements needed to Rest Area Supervisor.
- Monitor water, wastewater and other systems; test and maintain as necessary.
- Maintain 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 for negative impacts to structures and grounds.
- As directed or necessary, obtain cost quotations, order materials, or authorize work as per 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 use to ensure that hazards are not created.
- Observe appearances and conditions of premises and equipment; reports needed repairs, safety hazards, or conditions requiring outside vendor services.
- Remove snow from sidewalks, walkways and parking areas using snow blowers, snow shovels, and spreading snow melting chemicals.

Janitorial & Maintenance Duties

- Assure that OTE maintenance standards are met on 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.
- Clean restrooms by sweeping, washing, disinfecting and mopping floors, walls, ceilings and fixtures with approved chemicals.
- Clean other areas including: 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 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.
- Respond to Rest Area emergencies and report those emergencies up the chain of command.
- Report daily to the Rest Area Supervisor or Rest Area Operations any incidents or changes in normal activities and operations.

QUALIFICATIONS, REQUIRED & REQUESTED SKILLS:

Minimum Qualifications:

Four years of customer service related experience which included providing people with information and assistance, etc.) AND facilities maintenance or construction trades experience; OR

A Bachelor's degree in Park and Recreation Administration, Natural Resource Management, Environmental Studies or a related field and 1 year of customer service experience which included providing people with information and assistance AND facilities maintenance or construction trades experience;

OR

An Associate's degree in Park and Recreation Administration or Natural Resource Management, Environmental Studies or a related field and 2 years of customer service experience which included providing people with information and assistance AND facilities maintenance or construction trades experience.

Requested Skills:

- Skill in communicating to obtain needed information.
- Skill in providing factual information based on observation, knowledge and understanding.
- Skill in common courtesy while communicating with others.
- Skill in maintaining composure and taking appropriate action during emergency or emotionally charged situations.
- Skill in the use of a personal computer.
- 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, groundskeeping tasks.

ADDITIONAL INFORMATION:

HOW TO APPLY

A. Follow the **APPLY** link above and complete the application online.

B. Complete the **SUPPLEMENTAL QUESTIONS** section of this announcement.

All communication with applicants will be via email. Questions should be directed to hr@oregonte.com.

Additional applicant screening will depend on the number of qualified applicants received. All application materials must be received by the closing date/time posted on this announcement. Qualified applicants whose application materials most closely match the requirements for this position will be invited to interview.

If you need assistance with adding attachments to your profile or to a specific job posting please go to [Adding and Removing Attachments to a Profile and Job Posting](#) for further instructions. This quick help guide can also be found on the State Jobs Page by clicking in the Applicant E-Recruit FAQ's then click on Applicant Profile Maintenance.

Successful candidate must reside within a 60 minute travel distance for response to emergency situations at the location.

Finalists are subject to criminal and driver records checks, as well as a thorough background investigation. Adverse background data may be grounds for disqualification. Information obtained in this process will remain confidential.

Only complete applications will be considered. Be sure to answer all supplemental questions and attach all required documents. Responses to the supplemental questions will determine if you meet the minimum qualifications, any special qualifications and/or requested skills for the position. Transcripts must be submitted to receive credit for education coursework at the time of application.

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 CEO and approved by the Executive Committee of the Council.

The Oregon Travel Experience does not offer visa sponsorships. Within three days of hire, all applicants will be required to complete the US Department of Justice Form I-9, confirming authorization to work in the United States.

Oregon Travel Experience is an equal opportunity, affirmative action employer committed to work force diversity.

If you have questions about this job announcement please email hr@oregonte.com.

VISIT OUR AGENCY WEBSITE AT:<http://otravelexperience.com/>

Job #OTE14-0012

REST AREA SPECIALIST, MANZANITA (REST
AREA SPECIALIST II)

AG

OUR OFFICE IS LOCATED AT:1500 Liberty St. SE, Suite 150
Salem, OR 97302**Rest Area Specialist, Manzanita (Rest Area Specialist II) Supplemental Questionnaire****Work Experience**

The work experience section of your application must include a clear description of your experience in order to determine if you meet the required skills (**minimum and special qualifications**) and at what level you meet the requested skills (**desired attributes**). Your answers to supplemental questions about your specific experience must also be supported in the work experience statements in your application form or, if requested, your resume. Supplemental materials such as cover letters and/or a resume will NOT be reviewed or used to determine candidates' qualifications unless the posting specifically states those materials are required from applicants.

Supplemental Questions

Your answers to the Supplemental Questions may be reviewed to help determine if you meet the required skills and how you meet the requested skills for the position to which you have applied. This review may include an automated scoring process and/or a manual review of all or some of the responses.

Note: The specific questions and scoring process used are determined by each hiring authority. Only those individuals who meet the required skills and most closely match the requested skills will be invited to an interview.

Transcripts

Transcripts are required to be attached to your application if you are using education or coursework to meet the minimum qualifications. Transcripts must be from an accredited institution and clearly show 1) your name; 2) the name and address of the institution; 3) the degree received and; 4) required courses completed with a passing grade. For application purposes, photocopies are acceptable; however official or original documents may be requested to validate education. This (transcript) requirement does not apply to all initial applications for positions with the Oregon Legislature or the Oregon Judicial Department; in those branches the requirement, if any, for transcripts is as indicated on the job announcement.

* 1. Which of the following best describes your **highest related level of education**?

- High School Diploma or Equivalent
- Some College Coursework, No Degree Received
- Associate's Degree
- Associate's Degree and additional coursework
- Bachelor's Degree or higher
- None of the Above

* 2. If you selected that you have **COMPLETED** a degree, which of the following best describes the **focus of your degree**?

- Park and Recreation Administration
- Natural Resource Management

- Environmental Studies
 - Other Related Degree
 - My degree is not related
 - I do not have a degree
- * 3. If you selected "Other Related Degree" , please identify the **focus of your degree**. If you did not, or if you have not **COMPLETED** a degree, enter N/A.
- * 4. Which of the following best describes your experience in **customer service** (providing information and assistance to people, etc.) **AND facilities maintenance or construction trades** ? **NOTE: If you have part-time work experience, please select the answer that is equivalent to full time**
- Less than 1 year
 - 1 year
 - 2 years
 - 3 years
 - 4 years or more
 - None of the above
- * 5. The duties of this position require the incumbent possess a valid driver's license and acceptable driving record. An acceptable driver license is a regular, temporary, or commercial license that is lawful, current, and valid. It must be issued by the state or country where the employee actually resides. It must be legal to use in the jurisdiction where the driver is driving. It must be the kind or class or be endorsed as required by law for the kind of driving being done. **Do you possess a valid motor vehicle operator's license as described above?**
- Yes
 - No
- * 6. This position required that the successful candidate reside within a **60 minute travel distance from the work location (Grants Pass, OR)**, and preference will be given to applicants who reside within this required travel distance. Do you currently reside within a 60 minute travel distance from the work location?
- Yes, I currently reside within the 60 minute travel distance from the work location.
 - No, I do not currently reside within the 60 minute travel distance from the work location.
- * 7. From the following duties/tasks, select all of those you have performed (**Your answers must be demonstrated in the work experience section of your employment application**. If we cannot verify your responses in the work experience section of your application, your application may be removed from consideration.):
- Communicating with the public to obtain needed information.
 - Providing factual information based on observation, knowledge, and understanding.
 - Using common courtesy while communicating with others.
 - Maintaining composure and taking appropriate action during an emergency or emotionally charged situation.
 - Using a personal computer.
 - Giving direction concerning work procedures to individuals to achieve goals.
 - Using tools, materials and equipment associated with landscape, building, facility, and utility system maintenance.
 - Performing basic plumbing, carpentry, painting and groundskeeping tasks.
 - None of the above.
- * 8. Describe how you gained the experience performing the skills you selected in the previous question. If you did not indicate that you had experience in any of the skills listed in the

previous question, type NA in the space provided.

- * 9. Which of the following best describes your level of proficiency using computers?
- Basic (Web browsing, checking email, opening and saving documents, etc)
 - Intermediate (Create and edit documents, online research, install and remove programs, etc.)
 - Advanced (Could teach a class on computer use)
 - None of the above
- * 10. Which of the following computer application programs do you have experience and proficiency using? Check all that apply.
- Microsoft Word
 - Other word processing program
 - Microsoft Excel
 - Other spreadsheet program
 - Microsoft Outlook
 - Other email and calendar scheduling program
 - None of the above
- * 11. Describe your experience providing customer service to members of the public in a difficult situation. What was the outcome, and would you have done anything differently? If you do not have this type of customer service experience, type NA in the space provided.
- * 12. Describe your experience in facilities maintenance and/or construction related work. Include the type of work environment and any tools used to perform your duties. If you do not have this experience, type NA in the space provided.
- * 13. Describe a time when you had to evaluate an emergency or emotionally charged situation to determine an appropriate course of action based on established rules and guidelines.
- * 14. **Transcripts:** If you are using education (a degree or coursework) to qualify for this position, transcripts must be submitted for all required or related courses. Transcripts can be official or unofficial at time of application. If you are using your education to meet the minimum qualifications and do not attach your transcripts your application will be removed from consideration. **Veteran's Preference points:** If you are requesting Veteran's Preference points, you must attach the necessary documentation to receive the credits. If you do not, points will not be provided. **Work Experience:** Your application must verify your responses to all of the above questions in order to be considered. **If your answers are not reflected in the "Work Experience" section of your E-Recruit application, your application may be removed from consideration.** Have you demonstrated your work experience in your answers and attached all necessary documents?
- Yes
 - No

* Required Question