



# Rest Area Specialist

## Suncrest & Manzanita Rest Areas

**NOTE:** Please read and follow the “How to Apply” instructions or your application will not be considered.

**OPENING DATE/TIME:** 10/11/2021 1:00 p.m.

**CLOSING DATE/TIME:** 10/25/2021 1:00 p.m.

**SALARY:** \$18.59 - \$25.11 per hour

**Note:** This is the non-PERS qualifying salary range. If the successful candidate is PERS qualifying, the salary range will reflect the additional 6.95%.

**Note:** Initial salary placement is based on Pay Equity Analysis.

**JOB TYPE:** Full-time, Permanent

**LOCATION:** Suncrest Rest Area (I-5 South at Milepost 22) is the primary location for this position. Secondary location: Manzanita Rest Area (I-5 at Milepost 62.8).

**The successful candidate must reside within a maximum 60-minute travel distance (of both primary and secondary locations) for response to emergency situations at the rest area when on call. If candidate is relocating to meet the travel distance requirement, relocation must occur within 90 days of first day of work.**

**AGENCY:** Travel Information Council

**ABOUT THE AGENCY:** TIC is a semi-independent state agency overseen by a council 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 has approximately 65 FTE in the central office and rest areas statewide. If you would like more information about the Travel Information Council visit [www.oregontic.com](http://www.oregontic.com).

10/11//2021

**WHAT'S IN IT FOR YOU:**

- Comprehensive medical, dental, and vision plans for the employee and qualified family members, including \$10,000 in employee basic life insurance.
- Paid sick leave, vacation, personal leave and 11 paid holidays per year.
- Membership in the Public Employees Retirement System (PERS)/Oregon Public Service Retirement Plan (OPSRP). Upon eligibility to participate, employees pay 6% through payroll deduction each month.

**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.***

\*\*Please note that job duties may vary by location.

Training will be provided as needed to enable employee to use specific equipment.

**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.
- Assist in coordination of maintenance activities of fill-in employees and contractors working on facilities and grounds. Assist in inspection of others' work and reporting on quality, acceptance, or improvements needed. Assist with monitoring, testing and maintaining 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 appearance and condition of facilities, equipment, utility systems and grounds; report to Rest Area Supervisor any needed repairs, safety hazards, or conditions requiring

outside contractor services. Monitor security and safety by performing such tasks as inspecting doors, windows and locks to see that they are properly and securely fastened.

- Remove snow and ice from sidewalks, walkways and parking areas using snow removal equipment.

### **Landscaping, Janitorial & Maintenance Duties**

- Ensure that TIC maintenance standards are met for all facilities and grounds; perform minor maintenance and repairs to facilities, equipment, and fixtures as necessary, including unplugging toilets, replacing light bulbs, removing graffiti, and painting.
- Monitor the inventory of parts, maintenance supplies and materials; 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, either by assisting supervisor in overseeing work of contractor(s) or 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, and garbage cans; and keeping 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.

### **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 TIC 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 TIC 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.

### **Physical Demands of Position**

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 duties, 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.

### **Working Conditions**

While performing the duties of this position, the employee is working indoors and outdoors; interacts frequently with the public; often works alone; may work various shifts including weekends, holidays, evenings and long hours on short notice; occasionally 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.

**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:**

**To be considered for this position you must meet the following minimum qualifications:**

- Four years of maintenance experience (e.g., construction trades, landscaping) **AND/OR** customer service-related experience (e.g. providing people with information and assistance, etc.), **OR**
- A Bachelor's degree **and** one (1) year of maintenance experience (e.g., construction trades, landscaping) **AND/OR** customer service-related experience (e.g. providing people with information and assistance, etc.), **OR**
- An Associate's degree **and** two (2) years of maintenance experience (e.g., construction trades, landscaping) **AND/OR** customer service related experience (e.g. providing people with information and assistance, etc.).

### **Additional Requirements:**

Knowledge of: Basic facility operations and maintenance; utility systems and/or carpentry, plumbing, electrical, masonry, asphaltting, painting; Microsoft Office computer operations; appropriate state and federal safety and personal protective safety policies, laws, regulations, practices and procedures; personnel rules; State and TIC policies and internal procedures; First Aid/CPR standard practices.

Skills: Effective interpersonal and written communication; basic facility operations and maintenance; giving direction concerning work procedures to accomplish tasks to achieve goals; safe use of tools, material and equipment associated with landscape, building, facility and utility system maintenance; basic plumbing, carpentry, painting and grounds keeping; basic computer operations and software skills, including Microsoft Office for email, spreadsheets and word processing; excellent time management.

**Ability to:** Meet the physical demands of the position; provide exceptional customer service and courtesy while communicating with others, including upset and difficult rest area visitors; maintain composure and take appropriate action during emergency or emotionally-charged situations; evaluate situations, apply rules and guidelines, determine and carry out appropriate course of action; provide factual information based on observation, knowledge and understanding; prioritize and meet deadlines; operate hand and power tools.

**HOW TO APPLY:**

Submit the following as attachments to an email to [hr@oregontic.com](mailto:hr@oregontic.com):

- 1) A resume that includes dates and locations of your current and prior employment; **your resume must include experience that demonstrates how you meet the minimum qualifications.**
- 2) Answers to the supplemental questions located at: <https://oregontic.com/news-press/how-hiring-rest-area-specialist-suncrest-manzanita/>  
(Recommended: save questions as a Word document; then complete and save.)

**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 <https://www.oregon.gov/jobs/Pages/Veterans.aspx> or you may call the Oregon Department of Veterans' Affairs at 1-800-692-9666.

**The State of Oregon is requiring all executive branch employees to complete their COVID-19 vaccination series unless the employee receives a medical or religious exception/accommodation. New employees must submit vaccination documentation or be approved for an exception/accommodation before beginning work. For more information, visit <https://www.oregon.gov/das/HR/Documents/50.000.03-COVID-19-Vaccination-Requirements.pdf>.**

**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@oregontic.com](mailto:hr@oregontic.com).

**Special Information:**

- Unless otherwise required by statute or contract, all TIC employees are employed "at will," which means that your TIC employment may be terminated by the employee or TIC, at any time for any lawful reason, with or without cause, and with or without advance notice. You may also resign your employment with TIC at any time. Any contract establishing an

employment relationship with TIC 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 Information Council is an Equal Opportunity, Affirmative Action Employer  
Committed to Workforce Diversity**