



Reservoir Ranger Job Description

The City of Arvada's

Mission, Vision, Values

Our Mission Statement

We are dedicated to delivering superior services to enhance the lives of everyone in our community.

Our Vision Statement

We dream big and deliver.

Our Values

Innovation, Passion, Opportunity

As Arvada Rangers, whether paid staff or volunteers, we are held to a high standard of personal and professional excellence. We do this through our never ending drive to make each day better than the one before. We use these statements not as just words written on paper but as to what defines us as a program...Who are we? Who do we serve? And why do we serve? It reminds us what we stand for and where we are going. It gives purpose to the question...

Why am I an Arvada Ranger?

We believe in "Just Be Nice." As an Arvada Ranger we endeavor to be our City's leader in guest courtesy, striving to make every interaction with every guest the best experience we can give. We do this every day by dedicating ourselves to enhancing their experience through outstanding service and education that exceeds their expectations.

Courtesy, Education, Passion for our Natural Resources is what we value.

TITLE: Reservoir Ranger

SUPERVISOR: Ranger Program Coordinator

SUMMARY OF POSITION:

The purpose of the Reservoir Ranger program is to alleviate guest conflict through peer education and patrol of Arvada's reservoir. The Reservoir Ranger provides guest assistance, first aid, emergency response, and resource protection in order to enhance the reservoir guest experience. Reservoir Rangers patrol reservoir grounds using motorized and non-motorized means of transportation. Further details pertaining to and in addition to information contained in this Volunteer Position Description are located in the Ranger Reference Manual.

DUTIES:

1. Provide a friendly visible presence at the reservoir while focusing efforts on frequently used reservoir trails during high use periods.
2. Address reservoir guest's concerns and issues in a courteous and appropriate manner.
3. Record and report user comments, recreational trends, and safety issues to the Ranger Program Coordinator.
4. Initiate friendly contact with reservoir users on issues related to multi-use conflict, safety, and reservoir regulations while patrolling. **RESERVOIR RANGERS ARE NOT POLICE!**
5. Initiate and provide emergency response and first aid when needed.
6. Complete and submit required logs after each shift. Drop cash **DAILY** at the end of the day's last shift. **NO EXCEPTIONS**
7. Communicate all relevant information regarding your shift to the Ranger Program Coordinator and rangers following your shift. Always default on the side of caution. Pass it on.
8. Assist the Arvada Park Program at special events such as the Annual Fishing Tournament.

REQUIREMENTS: Must follow the ***GOLDEN RULE AND BE EXTREMELY FRIENDLY!***

1. Must be at least 18 years old.
2. Must pass a background check.
3. Have prior experience in conflict management or a demonstrated ability to educate the public concerning park rules and regulations in a non-confrontational manner.
4. Have a commitment to the mission, vision and values of the City of Arvada and its Ranger Program.
5. Possess strong interpersonal skills.

City of Arvada
Ranger Services

Volunteer Position Description
Volunteer Reservoir Ranger

Revised 1/24/2020, 10:00AM

REQUIREMENTS: (Cont.)

1. Must be capable of working independently with little or no supervision while on patrols.
2. Must possess good decision making skills and ability to communicate with appropriate staff as needed.
3. Possess physical ability to work outdoors, in various weather conditions and on natural surface terrain.
4. Successfully complete the Volunteer Ranger Training Program.
5. Wear the Reservoir Ranger uniform (shirt/hat provided).
6. Must provide own appropriate outdoor pants, shoes and gear.
7. Attend scheduled meetings and training sessions.
8. Volunteers must abide by the rules and regulations of the City of Arvada and established volunteer policies and procedures outlined in the Arvada Ranger Reference Manual.

TIME COMMITMENT:

1. The majority of ranger shifts will be conducted between April 1st and October 31st on weekdays, evenings and weekends.
2. Assist the Arvada Ranger program with at least one special event a season.
3. Volunteer hours are based upon availability and need. Volunteer hours are tracked and used to determine the future of the program and volunteer incentives.

BENEFITS:

1. Participate in first aid, public relations, and resource management training.
2. Share experiences with other volunteers, Arvada Park's staff, and reservoir guests.
3. Enjoy the outdoors while representing the City of Arvada in a physically active program.
4. Meet other volunteers with shared interests.
5. Develop a greater understanding of the role and mission of the Arvada Ranger Program.

TRAINING:

Approximately 20+ hours of training (Ranger University) which includes an orientation to Arvada Parks, First Aid/CPR, Stop the Bleed, Conflict Management, Emergency Response, Outdoor Safety, Resource Protection, and Animal Management. In addition, all rangers are required to be ANS Certified as boat and watercraft inspectors by Colorado Parks and Wildlife. Additional training may be offered as appropriate.

Park/Reservoir Time Commitment

TIME COMMITMENT:

1. The majority of ranger shifts will be conducted between April 1st and October 31st on weekdays, evenings and weekends.

Park Program

April/May/Sept/Oct	7:00am	7:00pm
June/July/August	7:00am	7:00pm

Reservoir Program

April/May/Sept/Oct	7:00am	7:00pm
June/July/August	7:00am	7:00pm

2. As a volunteer, we ask that you serve 2-3 shifts per week. Each shift runs between 3 and 4 hours but there are no set requirements for the number of shifts or hours you work. We appreciate any and all the time you can give.
3. At this time, we operate 4 shifts per day with the goal of staffing 4 rangers at the reservoir and 2 rangers on the trails on each shift. Check with the Ranger Program Coordinator for available shift.
4. Assist the Arvada Ranger program with at least one special event a season.
5. Volunteer hours are based upon availability and need. Volunteer hours are tracked and used to determine the future of the program and volunteer incentives.