

# **CTTA PARK OPERATIONS MANUAL**

## **PERSONNEL**

Note from Bylaw Committee 2011-2013 – this personnel section needs completely updated. The BOD of 2012-13 made a completely illegal change to this manual in the job description for Manager, leaving a huge gap in administration duties. They did not publish that change and it was not voted on at the Annual Meeting in July of 2013, therefore, any changes are considered to not be in effect.

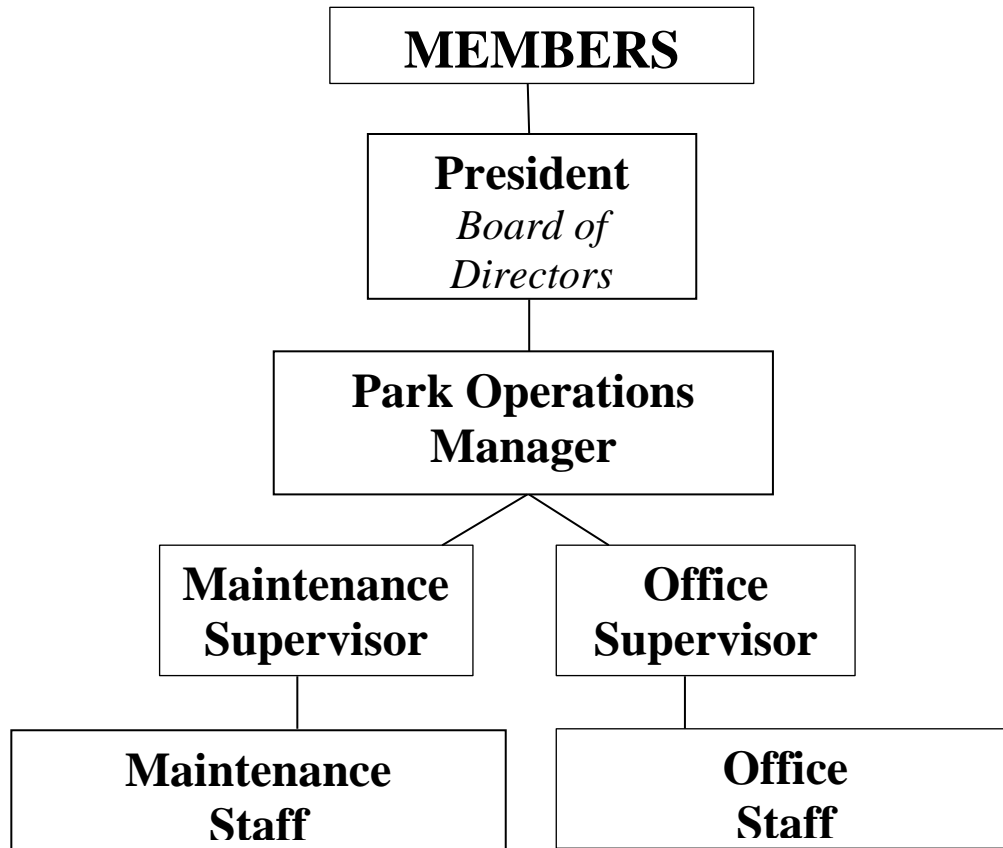
The job description for Manager in this section of the manual IS STILL VALID!

**PERSONNEL– CTTA**

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## CTTA CHAIN ON COMMAND



As you can see by the flow chart, there is a specific chain of command. Members do not direct maintenance or office staff nor are other Board Members permitted to direct maintenance or office staff.

If a member or board member attempts to direct any staff member, the staff should be polite and state they will be happy to assist them, but they must first ask the Park Operations Manager. He then will direct his staff accordingly.

## **Hiring Procedure**

Calaveras Timber Trails Association hires individuals who demonstrate job-related experience, education, aptitude and character. Each applicant is evaluated objectively, and hiring decisions are made on the basis of requirements for the job and the qualifications of the applicant.

To ensure that new employees are welcomed and provided with accurate information on important topics such as job responsibilities, benefits and workplace policies, you will receive orientation to the Association shortly after you begin employment with CTTA.

In no event shall the hiring of an individual be construed as creating a contractual relationship with CTTA. An employment, having no specified term, may be terminated at the will of either party on notice to the other.

### Employment Eligibility:

Federal law requires that CTTA verify each new employee's identity and legal authority to work in the United States. The Immigration Reform and Control Act of 1986 requires that you complete an employment eligibility verification (form I-9) when hired. You will be asked to complete the form no later than the third day of your employment.

Employment is conditioned upon the receipt of satisfactory evidence of your identity and legal authority to work in the United States.

### Pre-Employment Screening:

CTTA will at its discretion conduct background screening that may include but not be limited to a credit and criminal history check, a drug screen and a post-offer, pre-employment physical examination.

Your employment is subject to a satisfactory response to questions asked on your references and former employers.

You will be required to provide a copy of your motor vehicle report if you are required to drive on Association business.

July 2002

## **Hiring-Firing Authority**

The BOD granted park management the authority and responsibility for the hiring and firing of employees following the procedures of the CTTA policy –hiring procedures.

Jan 12. 2002

AUTHORIZATION TO VERIFY INFORMATION

I authorize Calaveras Timber Trails Association to verify the information on my application/resume and to verify my previous residence address(es), including, but not being limited to, obtaining a credit report.

Date \_\_\_\_\_

\_\_\_\_\_  
Signature

Date \_\_\_\_\_

\_\_\_\_\_  
Signature

**Committee Use of Employees**

Park employees will only do work that has been approved by the Board of Directors regarding committee activities.

Employees cannot be used by committees without prior approval of the Board of Directors.

7-14-01

**CALAVERAS TIMBER TRAILS ASSOCIATION TEMPORARY  
MAINTENANCE HELPER**

I, \_\_\_\_\_, will work for (8) eight hours a day, (5) five days a week, (40) forty hour week. The rate of pay will be \$\_\_\_\_\_ an hour.

Overtime pay: Calaveras Timber Trails Association will pay time and a half for any work over (8) eight hours a day.

This is a temporary position and can be terminated by either party (CTTA or \_\_\_\_\_) at any time without cause.

I, \_\_\_\_\_, agree to the contract above. Date \_\_\_\_\_  
\_\_\_\_\_ Date \_\_\_\_\_

CTTA Board of Directors

\_\_\_\_\_ Date \_\_\_\_\_  
CTTA Board of Directors

## **EMPLOYEE HANDBOOK**

Employee Handbook is a separate handbook given to each employee at the time of hiring. See the enclosed Handbook in the front pocket of this Park Operations Manual for information on the various subjects listed below:

Appearance Standards  
At Will Employment Policy  
Attendance and Punctuality  
Change of Employee Information  
Confidential Information  
Deductions from Wages  
Disability Leave  
Driving While Working  
Employer Property  
Employment Status  
Equal Employment Opportunity Policy  
Harassment  
Hiring Procedure  
Holidays  
Hours of Work  
Leaving Calaveras Timber Trails Assn.  
Make-up Time = Non=Exempt Employees  
Meal Periods/Rest Periods  
Open Door Policy  
Outside Employment and Off-Duty Conduct  
Overtime  
Paid and Unpaid Time Off  
Pay Days  
Performance Evaluations  
Personal Character  
Personnel Records  
Pregnancy Leave  
Resident Employees  
Resident Housing  
Safety and Security  
Sick Leave  
Smoking  
Social Security  
State Disability Insurance  
Substance Abuse  
Timekeeping  
Unemployment Insurance  
Vacation  
Worker's Compensation

## Job Description/Maintenance

### JOB DESCRIPTION

#### ORGANIZATION ADDRESS

Calaveras Timber Trails Association  
P O Box 362  
Avery, CA 95224

POSITION TITLE: **Maintenance**

PAY SCHEDULE:

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(Certifier)

THIS JOB DESCRIPTION IS ADEQUATE FOR PURPOSE OF EVALUATION

### STATEMENT OF DUTIES AND RESPONSIBILITIES

#### SUPERVISORY CONTROLS

Works under the direct supervision of the Maintenance Supervisor who issues instructions on work sequence, policies, procedures, safety guidelines, methods, and deadlines. Supervisor is available to provide information or decisions regarding problems that may arise during work.

#### MAJOR DUTIES

Serves as a working employee in accomplishing trades and labor work, passes on to other workers instructions received from the Supervisor, starts work assigned. Ensures that needed plans, blueprints, materials, and tools/equipment are available and in good working order and that stock is obtained from supply locations to accomplish assigned tasks. Is responsible to the PMS for work sequence, procedures and methods of safety on problems that come up during the job or work period. Provides information to the Supervisor on status and progress of work, causes of delays, and overall work operations. Assures that all safety and housekeeping rules are followed.

#### SKILL AND KNOWLEDGE

Applies skill and knowledge in performing pre-shop analysis/inspection and progress determination. Demonstrates a capability of utilizing a wide range of test measuring and diagnostic equipment. Possesses ability to interpret reference material, standards and specifications. Must have some knowledge of simple electrical equipment, carpentry, plumbing, painting, welding, and maintenance of vehicles, tools and equipment. Must be knowledgeable of



*Job Description Maintenance (continued)*

sewer plants operations. Must be knowledgeable and show skill in the operation of all fire fighting equipment.

SPECIAL TASKS

- Pump propane and check to ensure that all bottles are in compliance with current state requirements.
- Charge and store all batteries in compliance with current EPA rules and regulations.
- Pump holding tanks of CTTA members.
- Peel downed trees for bumper logs or cut for firewood.
- Clean and service all comfort stations, Black Bart, Office/Teen Center, Commissary, Adult Lodge and swimming pool area.
- Pick up garbage and dispose of properly.
- Clean ditches and culverts. Haul dirt, pine needles, and brush away.
- Burn pine needles, branches and brush, etc, when authorized by the Department of Forestry.
- Inspect all buildings for repairs/maintenance.
- Repair and/or replace signs, bulletin boards, walkways and stairs.
- Plow snow at entrance of park and parking lot. Plow Timber Trails and other roads as conditions allow.
- General maintenance and clean of the park.
- Repair plumbing and electrical problems (other than primary power distribution).
- Perform other duties as assigned.

PHYSICAL DEMANDS

Considerable standing, walking, lifting, climbing, bending, stooping, kneeling, and working in awkward position. Frequently lift heavy objects and equipment.

WORKING CONDITIONS

Work is performed predominantly outdoors: subject to extremes of weather conditions. Work can be dirty and noisy. Subject to toxic fumes, gases, and injury from moving equipment. Exposed to shock burns and danger from high voltage. Frequent exposure to burns, cuts, bruises, strains, and sprains. Safety equipment is provided to minimize/alleviate safety hazards.

JOB CONTENT AGREEMENT

I have read and understand the provision of said job description.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

## Job Description/Maintenance Supervisor

### JOB DESCRIPTION

#### ORGANIZATION

Calaveras Timber Trails Association  
P O Box 362  
Avery, CA 95224

#### ADDRESS

POSITION TITLE: **Maintenance Supervisor**

#### PAY SCHEDULE:

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(Certifier)

THIS JOB DESCRIPTION IS ADEQUATE FOR PURPOSE OF EVALUATION

### STATEMENT OF DUTIES AND RESPONSIBILITIES

#### SUPERVISORY CONTROLS

Works under the direct supervision of the Board of Directors (primarily Maintenance Director) who issues instructions on work sequence, policies, procedures, safety guidelines, methods, and deadlines. Director is available to provide information or decisions regarding problems that may arise from time to time.

#### MAJOR DUTIES

The Incumbent supervises the Park's maintenance program and personnel assigned to it. Services as a working employee in accomplishing trades and labor work, passes on to subordinate employees instructions and work assignments. Ensures that needed plans, blueprints, materials, and tools/equipment are available and in good working order and that stock is obtained from supply locations to accomplish assigned tasks. Is responsible to the Board of Directors (Maintenance Director) for work sequence, procedures and methods of safety on problems that come up during the job or work period. Provides information to the Maintenance Director on status and progress of work, causes of delays, and overall work operations. Assures that all safety and housekeeping rules are followed.

#### SKILL AND KNOWLEDGE

Applies skill and knowledge in performing pre-shop analysis/inspection and progress determination. Demonstrates a capability of utilizing a wide range of test measuring and

*Job Description Maintenance Supervisor (continued)*

diagnostic equipment. Possesses ability to interpret reference material, standards and specifications. Must have some knowledge of simple electrical equipment, carpentry, plumbing, painting, welding, and maintenance of vehicles, tools and equipment. Must be knowledgeable of sewer plants operations. Must be knowledgeable and show skill in the operation of all fire fighting equipment.

SPECIAL TASKS

Supervise employees assigned to Maintenance according to established job standards and requirements.

Pump propane and check to ensure that all bottles are in compliance with current state requirements.

Charge and store all batteries in compliance with current EPA rules and regulations.

Pump holding tanks of CTTA members.

Peel downed trees for bumper logs or cut for firewood.

Clean and service all comfort stations, Black Bart, Office/Teen Center, Commissary, Adult Lodge and swimming pool area.

Pick up garbage and dispose of properly.

Clean ditches and culverts. Haul dirt, pine needles, and brush away.

Burn pine needles, branches and brush, etc, when authorized by the Department of Forestry.

Inspect all buildings for repairs/maintenance.

Repair and/or replace signs, bulletin boards, walkways and stairs.

Plow snow at entrance of park and parking lot. Plow Timber Trails and other roads as conditions allow.

General maintenance and clean of the park.

Repair plumbing and electrical problems (other than primary power distribution).

Perform other duties as assigned.

CTTA's Board of Directors shall approve a process/plan developed by CTTA management to reduce the wild fire fuel load in the Park's greenbelt areas. The established "Greenbelt Fire Fuel Reduction Plan" is to be completed over a five-year period. The plan shall be placed into effect beginning 10/01/03. Upon completion of the original five years, "Greenbelt Fire Fuel Reduction Plan", an ongoing "Greenbelt Fire Fuel Reduction Plan" shall be maintained annually. The CTTA Managers shall be responsible for the implementation of this Bylaw.

PHYSICAL DEMANDS

Considerable standing, walking, lifting, climbing, bending, stooping, kneeling, and working in awkward position. Frequently lift heavy objects and equipment.

WORKING CONDITIONS

*Job Description Maintenance Supervisor (continued)*

Work is performed predominantly outdoors: subject to extremes of weather conditions. Work can be dirty and noisy. Subject to toxic fumes, gases, and injury from moving equipment. Exposed to shock burns and danger from high voltage. Frequent exposure to burns, cuts, bruises, strains, and sprains. Safety equipment is provided to minimize/alleviate safety hazards.

JOB CONTENT AGREEMENT

I have read and understand the provision of said job description.

\_\_\_\_\_  
Employee's Signature,

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director of Maintenance

\_\_\_\_\_  
Date

Revised 3-2001, 7-13-2002

# Job Description/Office Supervisor

## JOB DESCRIPTION

### ORGANIZATION ADDRESS:

Calaveras Timber Trails Association  
P O Box 362  
Avery, CA 95224

### POSITION TITLE: Office Supervisor

### PAY SCHEDULE

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(Certifier)

THIS JOB DESCRIPTION IS ADEQUATE FOR PURPOSE OF EVALUATION

## STATEMENT OF DUTIES AND RESPONSIBILITIES

### SUPERVISORY CONTROLS

Works under the direct supervision of CTTA Board of Directors. Works through the Park Manager relative to administrative and financial matters and in compliance with the “Personnel Policy” directive for CTTA employees. Reports to the Board of Directors through the Park Manager.

### MAJOR DUTIES

- (1) Serves as the Office Supervisor for CTTA and applied a good working knowledge of the association’s function.
- (2) Screens incoming correspondence and reports to ascertain which should be received by the Park Manager and/or Board of Directors. Reviews outgoing correspondence for accuracy and content in compliance with general policy and procedures.
- (3) Receives membership dues, monies from various amenities such as soda machine, ice machine, holding tanks, etc. and posts it to the proper account. Tracks due receivable and past-due accounts, maintains ledger cards for accounting and informational purposes.
- (4) Reviews office records for information and ascertains status of action projects, correspondence and reports. Receives requests for statistical information or informative material relative to activities and events affecting CTTA. Greets members, visitors, and directors, answering questions relative to policies and procedures.
- (5) Receives telephone calls and visitors. Takes care of routine matters and uses a good working knowledge of program operation to answer questions and furnish information.

*Job Description Office Supervisor (continued)*

(6) Maintains office files. Exercises initiative in suggesting the revision of files to meet immediate needs and demands for material. Reproduces sufficient quantity of all documents received for action or information. Determines file disposition in accordance with good CTTA office practices.

(7) Ensures that required office supplies are in stock or on order.

(8) Types a variety of narrative and tabular material in final form, rough draft, or from verbal instructions. Incumbent is responsible for proper spelling, grammar, format, and arrangement of material.

(9) Demonstrates respect for good order and efficiency by maintaining a pleasant personality and understanding of human behavior. Exudes a spirit of well being and friendliness that will improve the attitude of the association.

#### SKILL AND KNOWLEDGE

(1) Applies a good working knowledge of the Association functions and office procedures to perform such duties as: answering and referring telephone calls and visitors and providing general information and maintaining control of office administrative functions.

(2) Must be knowledgeable in a range of clerical practices and procedures, sufficient to file material and obtain data from files based on general instructions about subject matter and revise files to meet current needs.

(3) Must be skilled in operating various types of office machines, i.e., typewriter, calculator, copy machine and computer.

(4) Knowledge in areas of grammar, spelling, punctuation and required format.

(5) Skill in bookkeeping procedures and financial matters.

(6) Incumbent accomplishes work independently in a timely and accurate manner.

(7) Knowledgeable of CTTA by-laws and rules to furnish information and provide guidance. Recognizes unusual or potential problems, referring them to the Board of Directors for resolution.

(8) Incumbent performs a full range of procedural duties in support of the office including, but not limited to: ensuring other workers are kept informed of current policies and rules, arranging meetings, conferences, and tracks personnel actions. Personal contact includes employees, members, directors, and outside entities in support of the association.

*Job Description Office Supervisor (continued)*

- (9) The Office Supervisor plans and coordinates the overall workings of the office. These functions include, but are not limited to:

#### Daily

Reviews and distributes all incoming correspondence directing it to the appropriate person and/or function. Answers the telephone, taking clear and concise messages, relaying information or requests, monitors front gate and radio communications, meets members and visitors. Collects payments, makes bank deposits, posts ledger cards, typing, and monitors various reports and actions. Performs other duties as assigned.

#### Monthly

Provides financial and information packets to all Board of Directors for their review and appropriate action. Provides additional financial information to both the Treasurer and Budget Committee. Prepares late notices of payment to members. Works closely with the accountant on all financial matters. Develops, prepares, copies, and distribute the CTTA Newsletter. Maintains and balances the petty cash account maintained for office use. Handles dues receivable, propane receipts, battery charging receipts, sewage pick up receipts, and soda sales, etc. Audits and inventories completed monthly. Prepares all administrative and financial end-of-month reports.

#### Yearly

In April, helps in the preparation of the annual packet consisting of the proposed new budget, by-law changes, nominations for open board positions, minutes from the previous year's annual meeting and portions of the yearly financial report.

In June, prepares for and coordinates all administrative efforts for the annual membership meeting (i.e., registration, voting, admin. support, etc.).

In September, assists in sending out annual billing between the 10th and 15th of the month. Update each ledger card for annual dues. Review old files and records for retention. Set up new files and records for the new fiscal year.

### ROUTINE OFFICE PROCEDURES

During regular office hours the person on duty must not leave the office unattended. In the event of an emergency, an adult CTTA member may cover the office for a limited period of time. When the duty person is out of the office, the safe, files, and ledger cards must be locked up. The office is a place of business and should be conducted in that manner. The office telephone is for business use only. All records must be up to date and available for auditing at any time the Board of Directors so directs.

### PHYSICAL DEMANDS

The work area places no special physical demands on the employee. Typically, the employee may sit comfortably in order to accomplish her/his work. However, there may be some walking, standing, bending, stooping, climbing stairs, and carrying light items, such as office supplies.

*Job Description Office Supervisor (continued)*

WORK ENVIRONMENT

The work environment involves the normal risks and discomforts typical of an office atmosphere.

JOB CONTENT AGREEMENT

I have read and understand the provisions of said job description.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date



## **Job Description/Office Staff**

### JOB DESCRIPTION

#### ORGANIZATION ADDRESS

Calaveras Timber Trails Association  
P O Box 362  
Avery, CA 95224

POSITION TITLE: **Office/Staff**

#### PAY SCHEDULE

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(Certifier)

THIS JOB DESCRIPTION IS ADEQUATE FOR PURPOSE OF EVALUATION

### STATEMENT OF DUTIES AND RESPONSIBILITIES

#### SUPERVISORY CONTROLS

Works under the direct supervision of the Office Supervisor/Administrative Manager who issues instructions on work sequence, policies, procedures, guidelines, methods, and deadlines. Supervisor is available to provide information or decisions regarding problems that may arise during the work day.

#### MAJOR DUTIES

- (1) Scans incoming correspondence and reports, determines which require routine action, and which require the attention of the Office Supervisor or Board of Directors. Types a variety of letters, reports, and other correspondence in rough draft or final form. Incumbent is responsible for proper spelling, grammar, format, and arrangement of material.
- (2) Assists in research of office files relative to correspondence, reports, and special projects. Answers questions of visitors, members, and Board of Directors relative to events, policies, and procedures.
- (3) Answers the telephone, monitors the gate and radio communications. Takes care of routine matters and uses good working knowledge of operations to answer questions, furnish information and pass along messages.
- (4) Maintains office files. Exercises initiative in suggesting the revision of files to meet immediate needs and demands for material. Reproduces sufficient quantity of all documents

*Job Description Office Staff (continued)*

received for action or information. Determines file disposition in accordance with good CTTA office practices.

(5) Demonstrates respect for good order and efficiency by maintaining a pleasant personality and understanding of human behavior. Exudes a spirit of well being and friendliness that will improve the attitude of the association.

(6) Acts as employee liaison with Recreation Committee and Board liaison when requested to do so. Plans and schedules events, co-ordinates facility's use and supervises certain children's activities when requested to do so.

Checks recreation facilities and provides housekeeping as needed (interior only) of Black Bart, Teen Center, Adult Lodge, Commissary and pool complex.

May act as pool attendant.

(7) Performs all other duties as assigned.

#### SKILL AND KNOWLEDGE

(1) Applies a good working knowledge of the Association functions and office procedures to perform such duties as: answering and referring telephone calls and visitors and providing general information.

(2) Must be knowledgeable in a range of clerical practices and procedures, sufficient to file material and obtain date from files based on general instructions about subject matter and revise files to meet current needs.

(3) Must be skilled in operating various types of office machines, i.e., typewriter, calculator, copy machine and computer.

(4) Knowledge in areas of grammar, spelling, punctuation and required format.

(5) Skill in bookkeeping procedures and financial matters.

(6) Incumbent accomplishes work independently in a timely and accurate manner.

(7) Knowledgeable of CTTA by-laws and rules to furnish information and provide guidance.

(8) Being able to take over when the Office Supervisor is not in the Park.

#### Daily

Opens mail, directs correspondence, answer the telephone, monitors radio communication, meets visitors, delivers messages. Collects payments, makes bank deposits, posts ledger cards, updates mailing list and type a variety of correspondence.

*Job Description Office Staff (continued)*

Monthly

Assists in providing information packets to all of the Board of Directors for their review and appropriate action. Prepares late notices of payment to members. Assists in developing, preparing, copying and distributing the CTTA newsletter. Maintains and balances the petty cash for which she is responsible. Handles dues receivable, propane receipts, battery charging receipts, sewage pick up receipts, and soda sales, etc. Assists in the preparation of administrative and financial reports.

Yearly

In April, helps in the preparation of the annual packet consisting of the proposed new budget, by-law changes, nominations for open board positions, minutes from the previous year's annual meeting and portions of the yearly financial report.

In June, helps prepare for and coordinates all administrative efforts for the annual membership meeting (i.e., registration, voting, admin. support, etc.).

In September, assists in sending out annual billing between the 10th and 15th of the month. Update each ledger card for annual dues. Review old files and records for retention. Set up new files and records for the new fiscal year.

ROUTINE OFFICE PROCEDURES

During regular office hours the person on duty must not leave the office unattended. In the event of an emergency, an adult CTTA member may cover the office for a limited period of time. When the duty person is out of the office, the safe, files, and ledger cards must be locked up. The office is a place of business and should be conducted in that manner. The office telephone is for business use only. All records must be up to date and available for auditing at any time the Board of Directors so directs.

PHYSICAL DEMANDS

The work area places no special physical demands on the employee. Typically, the employee may sit comfortably in order to accomplish her work. However, there may be some walking, standing, bending, stooping, climbing stairs, and carrying light items, such as office supplies.

WORK ENVIRONMENT

The work environment involves the normal risks and discomforts typical of an office atmosphere.

JOB CONTENT AGREEMENT

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

## **Training Schedule Office Staff**

1. Go over job description – “Office Staff” – Dated 10/2000
2. Assign Employee Handbook to new employee. They are to read, ask questions, etc. This should be done within first two (2) weeks of employment. Once completed, fill out the “Acknowledgement Form”. File in employee file.
3. Employee Training:
  - a. First 4 weeks follow the Training Guideline – “Objects for Office Employees”
  - b. Employee evaluation by supervisor at the end of the 4<sup>th</sup> week.
4. Continue Training – weeks 5-10
  - a. Read Bylaws – 5<sup>th</sup> week
  - b. Read Park Rules – 5<sup>th</sup> week
  - c. Review Bylaws and Park Rules with supervisor
  - d. Read Rules and Design – 6<sup>th</sup> week
  - e. Read Director’s Handbook – 6<sup>th</sup> week
  - f. Review of R & D Handbook with supervisor
  - g. Spend 2 hours with Maintenance Supervisor – 7<sup>th</sup> week
    - 1) Sewer pond
    - 2) Burn pile
    - 3) Orientation to buildings – Adult Lodge, Black Bart, pool complex etc.
  - h. Review all manuals – Bylaws, Director’s Handbook, R & D Guidelines, Park Rules, etc. With supervisor – questions/answers – 8<sup>th</sup> week
  - i. Policy Manual
    - 1) Read the 1<sup>st</sup> half – 9<sup>th</sup> week (review – questions/answers with supervisor)
    - 2) Read the 2<sup>nd</sup> half – 10<sup>th</sup> week (review – questions/answers with supervisor)

Employee evaluation by supervisor at the end of the 10<sup>th</sup> week.

After the initial evaluation, regular on the job training, with supervisory evaluation to take place at the end of six (6) months.

Approved 9-09-06

# **Job Description Park Operations Supervisor**

## **JOB DESCRIPTION**

### **ORGANIZATION ADDRESS**

Calaveras Timber Trails Association  
P O Box 362  
Avery, CA 95224

**POSITION TITLE: Park Operations Supervisor**

**THIS JOB DESCRIPTION IS ADEQUATE FOR PURPOSE OF EVALUATION**

### **DESCRIPTION OF POSITION**

The Park Operation Supervisor is responsible for all Park Operations. The Incumbent supervises the office, maintenance personnel and all other positions. The position is the primary link between The Board of Directors and the CTTA work force.

### **STATEMENT OF DUTIES AND RESPONSIBILITIES**

#### **SUPERVISORY CONTROLS**

Supervisory control is general in nature, consists of discussion of objectives, policy considerations, impact of assignments, and resources required. The Calaveras Timber Trails Association (CTTA) Board of Directors are kept informed of significant problems and evaluates performance on the basis of efficient, effective, and economical job accomplishments.

Works under the general direction of the CTTA Board of Directors. Supervises all administrative financial matters and assures compliance with the "Personnel Policy" directive for CTTA employees.

#### **MAJOR DUTIES**

- (1) Plans, organizes, and directs the CTTA workforce with the objective of maintaining an efficient, effective, economical operation and organizes as warranted to improve capability and performance.
- (2) Advises the CTTA Board of Directors on all matters pertaining to the operation and everyday management of the association. Maintains liaison and coordination with key outside personnel in support of CTTA.

*Job Description Park Operations Supervisor (continued)*

- (3) Directs and supervises various trades and labor work. Passes on to other workers, instructions received from the Board of Directors. Ensures that needed plans, blueprints, materials, and tools/equipment are available and in good working order to accomplish assigned tasks. Checks work in progress and when completed. Demonstrates paperwork methods and answers workers questions regarding procedures, policies, written instructions and other directives. Provides information to the Board of Directors on status and progress of work, causes of delays, and overall work operations and problems. Assures that all safety and housekeeping rules are understood and followed.
- (4) Supervises Office and Park Maintenance Personnel and applies a good working knowledge of the Association's function.
- (5) Screens incoming correspondence and reports to ascertain which should be handled by the Park Operations Supervisor and/or Board of Directors. Reviews outgoing correspondence for accuracy and content in compliance with general policy and procedure.
- (6) Assures membership dues, monies from various amenities such as soda machine, ice machine, holding tanks, etc., are posted to the proper account. Tracks dues receivables and past due accounts, maintains ledger cards for accounting and informational purposes.
- (7) Reviews office records for information and ascertains status of action projects, correspondence and reports. Receives requests for statistical information or informative material relative to activities and events effecting CTTA. Greet members, visitors, and directors, answering questions relative to policies and procedures.
- (8) Receive telephone calls and visitors. Takes care of routine matters and uses a good working knowledge of program operation to answer questions and furnish information.
- (9) Assures office files are maintained properly. Exercises initiative in establishing or revising files to meet immediate needs and demands for material. Reproduces sufficient quantity of all documents received for action or information. Determines file disposition in accordance with good office practices.
- 10) Maintains all manuals and assures that Policies and Rules passed monthly and the Bylaws and Rules passed at the Annual Meeting are properly recorded.
- 11) Ensures that required office supplies are in stock or on order
- 12) Supervises office personnel to assure that a variety of narrative and tabular material in final form and/or rough drafts are properly typed including those from verbal instructions.

*Job Description Park Operations Supervisor (continued)*

- 13) Demonstrates respect for good order and efficiency by always maintaining a pleasant personality and understanding of human behavior. Exudes a spirit of well being and friendliness that will improve the attitude of the Association.
- 14) Assures all CTTA Employees are properly trained in their respective positions according to CTTA guidelines, personnel policy and job descriptions.
- 15) Supervises the cleaning and servicing of all comfort stations, Black Bart, Office, Teen Center, Commissary, Adult Lodge and Swimming Pool Areas. Assures garbage is properly handled and disposed of in a timely and routine order. Supervises all maintenance of the Park (i.e., clean ditches and culverts, pine needles and brush removal, burning of pine needles, brush, cut up trees etc. when authorized by the Department of Forestry)
- 16) Inspects all buildings, roads, walkways, etc. for repairs/maintenance. Assures proper snow removal is conducted at the entrance of the Park and parking lot. Oversees and is responsible for the entire general maintenance and clean up of the Park. Overseer of plumbing and electrical problems and repair. Assures that the Sewage Plant is inspected as required and that proper maintenance and records are maintained at all times.
- 17) Must possess a superior knowledge of all Park Operations, including administrative matters as well as maintenance.
- 18) Perform other duties as assigned.
- 19) Assures that propane bottles and containers meet current government requirements.
- 20) Oversee the charging and storage of batteries and that all current EPA rules and regulations are enforced.
- 21) Supervise the pumping of holding tanks for members.
- 22) Supervise the falling of dead trees (or call in tree service as needed) and either peel for bumper logs or cut for firewood.
- 23) Assures that CTTA housing for working couples/teams is maintained in good condition at all times. This applies mainly to general wear and tear items and outside appearance. Any abuse to CTTA housing is to be reported immediately to the Board of Directors.
- 24) ~~Approves and oversees the moving of trailers by CTTA Personnel when moving is requested by member.~~
- 25) ~~Signs checks on Park accounts as necessary.~~ BOD Action 5-12-2001

*Job Description Park Operations Supervisor (continued)*

26) CTTA's Board of Directors shall approve a process/plan developed by CTTA management to reduce the wild fire fuel load in the Park's greenbelt areas. The established "Greenbelt Fire Fuel Reduction Plan" is to be completed over a five year period. The plan shall be placed into effect beginning 10/01/03. Upon completion of the original five years "Greenbelt fire Fuel Reduction Plan", an ongoing "Greenbelt Fire Fuel Reduction Plan" shall be maintained annually. The CTTA Managers shall be responsible for the implementation of this Bylaw.

#### SKILLS AND KNOWLEDGE

1. Applies skill and knowledge in supervising simple electrical tasks, carpentry, plumbing, painting, welding, maintenance of vehicles, tools/equipment and fire fighting equipment. Must be knowledgeable of the operations of the sewer plant, swimming pools, bathroom facilities and laundry room. Possesses knowledge of electronic equipment, motor vehicles, powered ground and related equipment and monitors all phases of maintenance operations as required. Must be knowledgeable and show skill in the operation of all fire fighting equipment.
2. Has a good working knowledge of the association's functions and office procedures such as: answering and referring telephone calls, greeting visitors, providing general information and maintaining control of office administrative functions.
3. Supervises a range of clerical practices and office procedures. Is skilled in and trains/supervises office personnel in operating various types of office machines, i.e., typewriter, calculator, copy machine and computer.
4. Knowledgeable in areas of grammar, spelling, punctuation and required format.
5. Has a high level of skill in bookkeeping procedures and financial matters.
6. Incumbent accomplishes work independently in a timely and accurate matter.
7. Knowledgeable of CTTA Bylaws and rules to furnish information and provide guidance. Is responsible for enforcing all CTTA Bylaws, Park Rules, Regulations and Guidelines and Rules & Design Guidelines. This includes bringing obvious Rules & Design violations to the attention of the member in writing and to the Board of Directors in writing for resolution when necessary with a copy to the Rules & Design Director. Recognizes unusual or potential problems, referring them to the Board of Directors for resolution. Revised 5-12-2001
8. Incumbent performs a full range of procedural duties in support of the office including, but not limited to: ensuring other workers are kept informed of current policies and rules, arranging meetings and conferences, and tracking personnel actions. Personal contact includes employees, members, directors, and outside entities in support of the association.

*Job Description Park Operations Supervisor (continued)*



9. The Park Operations Supervisor plans, coordinates and supervises the overall workings of the office. These functions include but are not limited to:

#### Daily

- (1) Reviews and distributes all incoming correspondence directing it to the appropriate person and/or function.

#### *Job Description Park Operations Supervisor (continued)*

- (2) Assures the telephone is properly answered, clear and concise messages are received and/or given. Assures the front gate is monitored and proper radio communications are adhered to. Meets members and visitors.
- (3) Collects payments, makes bank deposits, posts ledger cards, types and monitors various reports and actions.
- (4) Performs other duties as assigned.

#### Monthly

- (1) Provides financial and information packets to all Board of Directors for their review and appropriate action.
- (2) Provides additional financial information to both the Treasurer and Budget Committee.
- (3) Prepares late notices of payment to members.
- (4) Works closely with the accountant on all financial matters.
- (5) Develops, prepares, copies, and distributes the CTTA Newsletter.
- (6) Maintains and balances the petty cash account maintained for office use.
- (7) Handles dues receivable, propane receipts, battery charging receipts, sewage pick up receipts, and soda sales, etc. Audits and inventories completed monthly. Prepares all administrative and financial end-of-month reports.

#### Yearly

- (1) In **April**, begins preparation of the annual packet consisting of the proposed new budget, By-law changes, nomination for open Board positions, minutes from the previous year's annual meeting and portions of the yearly financial report.
- (2) In **June**, prepares for and coordinates all administrative efforts for the annual membership meeting (i.e., registration, voting, admin. support, etc.).
- (3) In **September**, send out annual billing between the 10<sup>th</sup> and 15<sup>th</sup> of the month. Update each ledger card for annual dues. Set up new files and records for the new fiscal year.

#### SUPERVISES THE FOLLOWING SPECIAL TASKS

Pumping of propane and ensures that tanks meet current government requirements.  
Charging and storing batteries in compliance with current EPA rules and regulations.  
*Job Description Park Operations Supervisor (continued)*

Pumping holding tanks for CTTA members.

Falling of dead trees (or call in tree service as needed) and either peel for bumper logs or cut for firewood.

Moving trailers when requested by members.

Cleaning of and servicing of all comfort stations, Black Bart, Office/Teen Center, Commissary, Adult Lodge and swimming pool area.

Picking up garbage and disposing of properly.

Cleaning ditches and culverts. Hauling dirt, pine needles and brush away.

Burning pine needles, branches, brush, and cut up trees, etc., when authorized by the Department of Forestry.

Inspecting all buildings for repairs/maintenance.

Repairing and/or replacing signs, bulletin boards, walkways and stairs.

Plowing snow at entrance of park and parking lot. Plowing Timber Trails and other roads as conditions allow.

General maintenance and cleanup of the park.

Repairing plumbing and electrical problems (other than primary power distribution).

Performing other duties as assigned.

### ROUTINE OFFICE PROCEDURES

Assures that during regular office hours the office is not left unattended. In the event of an emergency, an adult CTTA member may cover the office for a limited period of time. When the duty person is out of the office, the safe, files and ledger cards must be locked up. The office is a place of business and should be conducted in that manner. The office telephone is for business use only. All records must be up to date and available for auditing at any time the Board of Directors so directs.

### PHYSICAL DEMANDS

Considerable standing, walking, lifting, climbing, bending, stooping, kneeling, and working in awkward positions. Work environment is both indoors and outdoors.

### WORKING CONDITIONS

Work is performed both indoors and outdoors at times the incumbent will be subject to extremes of weather conditions. Work can be dirty and noisy. Subject to toxic fumes, gases, and injury from moving equipment. Exposure to shock burns and danger from high voltage. Frequent exposure to burns, cuts, bruises, strains, and sprains. Safety equipment is provided to minimize/alleviate safety hazards.

*Job Description Park Operations Supervisor (continued)*

JOB CONTENT AGREEMENT

I have read and understand the provisions of said job description.

\_\_\_\_\_  
Employee's Signature                      Date

Revised 11-13-2000, 7-5-2003

## **Pay Scale for Resident Employees**

1. Each employee will be paid minimum wage.
2. If two employees (couple) work full time for the Park they may be entitled to the resident mobile and all utilities (except telephone and satellite) paid.
3. If only one employee works full time for the Park he/she may be entitled to the resident mobile rent-free or the rent may be prorated depending on the qualifications of the employee at the time he/she is hired. CTTA will pay for water, garbage and sewer. Employee pays all propane and electricity.
4. If only one employee works for the Park full time on a resident basis, he/she may be entitled to the resident mobile rent-free or on a rent-prorated basis. CTTA will pay for water, garbage and sewer. However, if one of the two employees living together works full time and the other works part time, the part time employee will be charged a percentage of the propane and electricity proportionate to the percentage of the weekly hours (based on a 40 hours work week) worked.

## **Policy Memo – CHAIN OF COMMAND**

8/10/01

To: Board of Directors  
CTTA Staff

The Purpose of this memo is to explain the chain of command and how we are to function in our work environment.

Standard Operating Procedures and policies have been developed in an effort to streamline our operations and provide both Directors and Employees with the information they need to perform their respective duties. Given the nature of Timber Trails, and the yearly turnover of Directors, it's become quite difficult to keep everyone informed and updated on various procedures that have been adopted. A Director may not be aware of a particular procedure/ policy or may feel it necessary to "bend the rule" due to the circumstances. Recently, a situation of this nature occurred and was handled diplomatically by both the employee and the Director.

Directors are elected by the membership to manage the Park. Therefore, if any Director feels it's in the best interest of the Park that a SOP or Policy be set aside in order to handle a particular situation he/she has the authority to do so. Many unforeseen situations come up from time to time that may require this action. Should an employee be asked by a Director to do something contrary to a procedure, or to what they've been told, they are to advise the Director making the request and then proceed according to instructions from the Director. The point is the Director has the authority to make the decision. All the employee is required to do is document the date, time, name of Director, the issue and give the information to their supervisor. Director(s) will make note of the issue and advise the Board accordingly at the next Board meeting.

If there are any questions on this subject please contact your supervisor or address the matter to the Board.

Joe

**Calaveras Timber Trails Association  
P.O. Box 362  
Avery, CA 95224-0362**

**Resident Mobile  
Property Inspection**

**Unit No. 1**

**1071 Sheep Ranch Road**

**Date of Inspection:**

**Living/Dining Room**

- a) **Walls**
- b) **Floor covering**
- c) **Ceiling**
- d) **Light Fixture(s)**
- e) **Door(s)**
- f) **Windows/Screens**
- g) **Window Coverings**
- h) **Misc.**

**Kitchen**

- a) **Walls**
- b) **Floor covering**
- c) **Ceiling**
- d) **Light Fixtures**
- e) **Cabinets**
- f) **Sinks/Faucets**
- g) **Dishwasher**
- h) **Stove/Oven**
- i) **Exhaust Unit**
- j) **Counter Tops**
- k) **Windows/Screens**
- l) **Window Coverings**
- m) **Refrigerator**
- n) **Misc.**

*Property Inspection Residential Mobile Unit No. 1 (continued)*

**Laundry Room**

- a) **Walls**
- b) **Floor Coverings**
- c) **Ceiling**
- d) **Light Fixture**
- e) **Washing Machine**
- f) **Dryer**
- g) **Door**

**Guest Bath**

- a) **Toilet**
- b) **Sink**
- c) **Shower/Tub**
- d) **Counter Top/Mirror**
- e) **Ceiling**
- f) **Walls**
- g) **Floor covering**
- h) **Window/Screen**
- i) **Window Covering**
- j) **Light Fixture**
- k) **Doors**

**Guest Bedroom**

- a) **Walls**
- b) **Ceilings**
- c) **Floor Covering**
- d) **Windows/Screens**
- e) **Window Coverings**
- f) **Closet/Doors**

**Master Bedroom**

- a) **Walls**
- b) **Ceilings**
- c) **Floor Covering**
- d) **Windows/Screens**
- e) **Window Coverings**
- f) **Closet/Doors**





## **Time Cards – Pay Checks**

It is the responsibility of each employee to complete a time card on a daily basis. At the beginning of each employee's shift, he/she must show the starting time of that day on his/her time card. The same is to be done at the end of the day, showing the end of the workday.

Employees are paid on a bi-weekly basis.

All time cards are to be signed and dated by employees at the end of each pay period.

No time card shall be altered except by the employee.

## **Personnel Policy – Purchases**

Purchases over \$350.00 (in the aggregate) of equipment and/or supplies, must be approved by the Treasurer of the Corporation. In the Treasurer's absence, approval must be obtained from the President and/or Board of Directors.

When large dollar items are needed, please make sure you get bids (costs) from two or three suppliers. Other than in emergency situations, large dollar items should be presented to the Board at the monthly Board Meetings.

10-18-2006