



Department of Shared Administrative Services
 Governor Sarah Huckabee Sanders
 Secretary Leslie Fisk

August 19, 2026

The Honorable Breanne Davis, Co-Chairperson
 The Honorable Les Warren, Co-Chairperson
 Uniform Personnel Classification and
 Compensation Plan Subcommittee
 Arkansas Legislative Council
 State Capitol Building, Room 315
 Little Rock, Arkansas 72201

Dear Senator Davis and Representative Warren:

The Office of Personnel Management (OPM) submits a request from the Arkansas Department of Parks, Heritage & Tourism (ADPHT), Division of Parks, for your review.

ADPHT is requesting one (1) position from the OPM surrender pool established by Arkansas Code Annotated § 21-5-225(a). The classification requested and position surrendered are listed below:

POSITION SURRENDERED

BA	POSITION NUMBER	CLASS CODE	TITLE	GRADE	SALARY RANGE
0900	22092405	PAS02P	Administrative Coordinator	SGS04	\$43,088 - \$63,770

POSITION REQUESTED

<u>BA</u>	<u>CLASS CODE</u>	<u>TITLE</u>	<u>GRADE</u>	<u># REQUESTED</u>	<u>SALARY RANGE</u>
0900	RPA25P	Parks, Heritage & Tourism Program Supervisor/Expert	SGS08	1	\$63,086 - \$93,367

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JUSTIFICATION

ADPHT is requesting the above position to lead the development of modern and consistent training programs, oversee guest experience initiatives, and coordinate service standards across Welcome Centers, State Parks, and external tourism/hospitality partners. Currently, the Welcome Center Manager is handling these duties in addition to managing more than forty (40) employees. This will alleviate the burden of additional duties to enhance the service provided to the employees and the general public. The turnover within the last year in this classification was 9.09% and the average salary for incumbents is \$68,966 and 24.2 years of state service. However, of the nine (9) positions within ADPHT, only one (1) is within the Division of Parks. Approval of this request will result in an anticipated additional cost of approximately \$80,400 from General Revenue. The department certifies that they have the funding and appropriation for this request.

OPM has reviewed the request and **recommends** the approval of one (1) surrender pool position.

Your consideration of this request is greatly appreciated.

Sincerely,

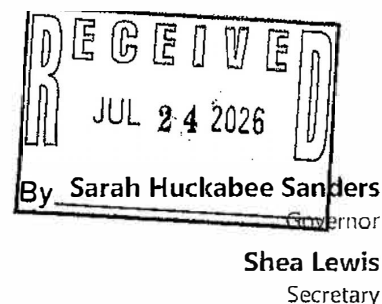
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Kay Barnhill, Director
Office of Personnel Management

KB/sd:1-2



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July 21, 2026

Director Kay Barnhill
Office of Personnel Management
501 Woodlane, Suite 201
Little Rock, AR 72201

Director Barnhill,

The Department of Parks, Heritage and Tourism (ADPHT) respectfully requests the establishment of one SGS08 Parks, Heritage and Tourism Supervisor/Expert Position.

Title	Grade	Salary Range
Parks, Heritage, & Tourism Program Supervisor/Expert	SGS08	\$63,086-\$93,637

The department will be surrendering a SGS04 Administrative Coordinator position in exchange.

The Parks, Heritage and Tourism Supervisor/Expert position will support the continued growth and success of Arkansas' statewide tourism operations. As visitor expectations evolve and our Welcome Centers and State Parks welcome increasing numbers of travelers, the department has an opportunity to elevate guest-service standards and strengthen the training provided to frontline staff. This new role will lead the development of modern, consistent training programs, oversee guest-experience initiatives, and coordinate service standards across Welcome Centers, State Parks, and external tourism and hospitality partners. By assigning these responsibilities to a dedicated expert, the Welcome Center Manager can remain focused on statewide operations and personnel management for more than 40 employees, while the new position ensures that staff are fully prepared to deliver exceptional service. This addition enhances our ability to meet departmental goals, support workforce development, and reinforce Arkansas' reputation as a welcoming and professional tourism destination.

Primary Duties and Responsibilities

- Develop and implement statewide guest-service training programs for Welcome Center staff, State Parks personnel, and tourism partners.

Office of the Secretary

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adpht.arkansas.org

- Create and maintain standardized training curriculum focused on hospitality, visitor engagement, and service excellence.
- Oversee training delivery, evaluation, and continuous improvement, ensuring staff are equipped with current best practices.
- Monitor and support guest-experience operations at Welcome Centers, providing coaching, quality-assurance checks, and service-standard guidance.
- Coordinate guest-service initiatives across divisions, ensuring consistency between Welcome Centers, State Parks, and tourism partners.
- Serve as the department's subject-matter expert on hospitality, tourism service standards, and visitor-experience strategies.
- Support statewide personnel readiness by assisting with onboarding, professional development, and operational training needs.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to read 'Shea Lewis', written in a cursive style.

Shea Lewis
Secretary

Positions Requested							
Business Area	# of Positions	Class Code	Title	Grade	Salary Range	*Estimated Cost	Funding Source(s) %
900	1	RPA25P	Parks, Heritage, & Tourism Program Supervisor/Expert	SGS08	\$63,086-\$93,637	\$88,320	Special Revenue 2% Tourism Tax
Total Estimated Cost of the New Positions including 40% match						\$	88,320.40
Total Cost to General Revenue						\$	-

Positions Surrendered								
Business Area	Position Number	Class Code	Title	Grade	Date Vacated	Position Budgeted Y/N	**Estimated Savings	Funding Source(s) %
0900	22092405	PAS02P	Administrative Coordinator	SGS04	8/9/2024	Y	\$ 7,920.00	Special Revenue-2% Tourism Tax
Total Estimated Savings							\$	7,920.00
Estimated Savings to General Revenue							\$	-

Total Estimated Cost to the Agency						\$	80,400.40
Total Estimated Cost to General Revenue						\$	-
Total Authorized Position Adjustment							0

* The Estimated Cost calculation is based upon the Entry of the salary range, plus 40% matching, which includes EBD.

** The Estimated Savings calculation is based upon the exit salary plus 40% match, only if a position has been vacant less than 1 year from the date of the request. Otherwise, savings is solely based on \$7,920 provided to EBD for all budgeted positions.

*** If it is expected that the salary provided to the employee hired into a new position will be higher than the entry rate, then the expected salary shall be used in lieu of the entry rate of the grade.

Business Area	Position Number	CG/DG		Auth Job	Auth Grade	Authorized Title	Personnel			Annual Salary	Career Service	
		Job	Grade				Number	Last Name	First Name		Date	Years of Service
0865	22092661			RPA25P	SGS08	PARKS, HERITAGE, & TOURISM PROGRAM SUPER	43268	KORENBLAT	ELLEN	\$67,461.26	02/23/2002	24.4
0865	22092665			RPA25P	SGS08	PARKS, HERITAGE, & TOURISM PROGRAM SUPER	25307	LINSON	JOLEEN	\$64,978.58	01/21/2002	24.5
0865	22092699			RPA25P	SGS08	PARKS, HERITAGE, & TOURISM PROGRAM SUPER	53167	MARR	TOM	\$65,834.29	09/06/2005	20.8
0865	22092709			RPA25P	SGS08	PARKS, HERITAGE, & TOURISM PROGRAM SUPER	24831	PHILLIPS	GREGORY	\$64,555.92	09/29/1997	28.8
0865	22092710			RPA25P	SGS08	PARKS, HERITAGE, & TOURISM PROGRAM SUPER	34127	WILCOX	RALPH	\$67,461.26	04/08/2002	24.3
0865	22092746			RPA25P	SGS08	PARKS, HERITAGE, & TOURISM PROGRAM SUPER	25911	MURRELL	BRENDETTA	\$67,044.43	10/03/1994	31.8
0865	22125528			RPA25P	SGS08	PARKS, HERITAGE, & TOURISM PROGRAM SUPER	48927	WINTORY	BLAKE	\$74,365.20	03/12/2009	17.3
0865	22151184			RPA25P	SGS08	PARKS, HERITAGE, & TOURISM PROGRAM SUPER	49385	MITCHELL	BRIAN	\$63,716.85	01/31/2005	21.4
0900	22092609			RPA25P	SGS08	PARKS, HERITAGE, & TOURISM PROGRAM SUPER	34359	PUCKETT	KRISTINE	\$85,273.76	04/29/2002	24.2
STATEWIDE/DEPT AVERAGES:										\$68,965.73		24.2

Arkansas Administrative Statewide Information System

System: PRD

Client: 100

FROM: 06/29/2025 TO: 06/20/2026

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