

Update

Ministry

Forestry and Parks

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Visitor Services Specialist

Current Class

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

 Current organizational chart attached?

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The William Watson Lodge facility is a unique specialized facility that provides year-round, barrier free, adapted wilderness lodging for Albertans with disabilities, Alberta seniors, and out of province persons with disabilities. The main lodge, 22 cabin units and campground are located in a remote location, over an hour away from the closest town, with no cell phone service or public Wi-Fi. Visitor Services Specialists provide front line information, concierge

services, and are the sole staff member on site over night, responsible for ensuring resources, information and equipment are provided to support the safety, security, and comfort of up to 166 guests. The Visitor Services Specialist reports to the Visitor Services Supervisor and is part of a team that is responsible for ensuring WWL has positive, effective, and efficient interactions and communications with guests, the general public, partners and other stakeholders. This position is responsible for the successful delivery of the Visitor Services program, including delivery of visitor information services, lodging procedures and reservations, and supports programming and activities that enhance experiences and eliminate barriers for Albertans with disabilities to access nature. The staff members in this position mentor, coach and support wage staff members within a framework that requires a high level of independence and use of discretion within well-established guidelines and procedures. The role is important in ensuring that WWL continues to be a safe, inclusive, responsive, and innovative year-round accessible facility for all visitors. Weekend, evening and overnight shift work are required.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Provide information services and reception for WWL, Peter Lougheed Provincial Park and area
 - Provide professional and courteous in-person, telephone, and e-mail information on lodging facilities, recreational activities, camping facilities, trail conditions, public safety information, tourism and travel opportunities and general area information.
 - Check guests in to their campground and cabin units, perform physical checks of units, and provide direction to guests on cleaning as per guest check out procedures.
 - Process reservations using point of sale and other specialized software.
 - Handle lodging payments and other financial transactions related to lodging and main lodge rentals including bank deposits.
 - Maintain a multi-line telephone system and WWL voice-mail system.
 - Update current trail and weather reports, site and area event schedules on public information board and site kiosks to provide the public with current and accurate information.
 - Record and report necessary safety, accident, or wildlife occurrence information.
 - Receive and process guest comments, recommendations, and complaints.
 - Monitor and respond to Alberta Parks radio frequencies, communicating with relevant and suitable radio language.
 - Collaborate with Parks & Public Information staff to create, maintain and edit print and digital media, including website and brochures.
 - Train, mentor, coach and support casual wage staff members.
2. Provide guest services for clients at the main lodge, campground and cabin facilities
 - Provide and instruct guests on how to use specialized accessible equipment including lifts, hospital beds, commodes, wheelchairs, ceiling track systems, and adaptable recreation equipment.
 - Open and close the facility in a timely manner and alarm the building when necessary.
 - Track and maintain cabin and main lodge inventory and purchase or replace as necessary.
 - Communicate rules and policies using educational approach (pets, public computer access, guest cleaning schedule, smoking, group use, unattended coolers, cabin occupancy etc.).
 - Perform duties that ensure a comfortable and welcoming environment such as maintaining plants, lighting fireplace, making coffee, organizing library, cleaning and sanitizing dishes, organizing furniture etc.
 - Perform care-taking, maintenance and snow crew duties as needed.
3. Provide consultation and implement procedures for reservations and reservation system
 - Work within the reservations team to input bookings into on-line reservation system.
 - Work with Alberta Parks and contractors to update and maintain a modern, on-line reservation system.
 - Assist clients to make in person and over the phone reservations.
 - Audit and trouble shoot the on-line reservation portal.
 - Assist the Alberta Contact Centre with making reservations, answering questions, and providing assistance for complex reservations.
 - Support the Visitor Services Supervisor in developing accurate, organized and easily accessible reservation processes and systems.

- Administer sales of the Kananaskis Conservation Pass by providing public messaging, and processing pass sales and exemptions

4. Support partnerships and programming at William Watson Lodge

- Distribute & collect donation request forms on behalf of William Watson Lodge Society.
- Provide guests information on the William Watson Lodge Society, the work they do and how guests can become involved.
- Promote opportunities, act as point of contact for daily activities of Rocky Mountain Adaptive, document experiences through photography as requested.
- Track inventory, filter donated items and purchase disability specific games, books, and puzzles for the WWL library.
- Help facilitate programming (movie night, craft night, etc) and guest speakers at WWL
 - Assist event organizers with set up, facility orientations, pre-arrival information and on-going event support for single and multi-day events.

5. Deliver the Volunteer Campground Host program

- Recruit, on-board, schedule and train up to 22 volunteer campground hosts.
- Work with Parks Volunteer Resources to ensure vulnerable sector checks are completed in a timely manner.
- Manage volunteer program database and materials.
- Create reference material including job descriptions, value of campground hosts and a year end write up.
- Entry of volunteer information, hours reporting, etc.
 - Maintain and edit HACRs pertaining to Campground Hosts.

6. Occupational Health & Safety

- Participate in site inspections.
- Track inventory, monitor expiry dates and identify materials and equipment needed for First Aid room.
- Review and update site Facility Emergency Response Plan.
- Maintain and update material safety data sheets MSDS and hazard assessments (HACR's).

7. Public Safety and Emergency Response

- Respond to on-site emergencies as a first responder for medical emergencies and health concerns, domestic disputes, wildlife encounters, floods, power outages and other situations.
- Set up a safety sanctuary in main lodge in the event of a long-term power outage or extended cabin issue
- Use Entrapass video monitoring system to communicate with clients after hours.
- Follow 1st responder emergency procedures and response for on-site emergencies involving people, infrastructure, surrounding environment and/or wildlife.
- Scheduled and regular overnight emergency standby for on-site emergencies and public safety concerns.
- Coordinate resources and act as contact point for large scale events including floods, fires, and other emergencies affecting Peter Provincial Park.

Problem Solving

Typical problems solved:

William Watson Lodge Visitor Services Specialists are the first point of contact for client issues and requests for support in emergency and non emergency situations. Situations are often dynamic, complex and unpredictable, requiring creative solutions with considerations to a client's special needs.

The position affects service excellence in relation to lodging experience, information, programming and guest services provided to the visitors and guests to William Watson Lodge, Peter Lougheed Provincial Park, Kananaskis Country and the general area. Visitor Services Specialists trouble shoot issues with administrative equipment and processes, implement temporary solutions and recommend changes to ensure business continuity. Staff in this position provide policy and procedural recommendations to the Supervisor and Team Lead for consideration.

Staff in this role work closely with the Caretaking and Maintenance staff to resolve issues related to facility cleanliness and mechanical functionality. Visitor Services Specialist staff are supported to make decisions on how best to manage after hours non-emergency situations based on impact to guests and the facility.

Types of guidance available for problem solving:

This position reports directly to and takes direction from the Visitor Services Supervisor and occasionally from the Team Lead. Although this position is performed within well-established guidelines and procedures, it requires considerable overall awareness of the functionality and co-ordination of the site as a whole. This position requires a high level of discretion and independent decision making, with nearly half the hours working alone with no "on call" assistance from higher level positions. The unique nature of the facility and client base requires a specialized human relations skill set, catering solutions and support to the specific needs of clients. Staff draw from education, area knowledge and experience, operations manuals, training manuals and when on shift, can refer to a higher level team member for support. William Watson Lodge Visitor Services Specialists are the first point of contact for client issues and requests for support in emergency and non emergency situations. Response times for Emergency Services and after hours enforcement are often over an hour away.

Direct or indirect impacts of decisions:

This position impacts service excellence in relation to lodging experience, information, programming, and guest services provided to the visitors of WWL, Peter Lougheed Provincial Park, Kananaskis Country and the general area. This position requires strong time management and prioritization skills, and excellent co-ordination and communication skills to ensure that other team members are positively impacted, kept informed of and supported by the duties of this position. Decisions made by the staff member have a direct impact on client health and safety, as well as facility operations.

Key Relationships

Major stakeholders and purpose of interactions:

This is a front-line position interacting daily with WWL guests and visitors. This position works directly, on a daily basis with maintenance, caretaking, snow crew, and other guest services staff at WWL, as well as volunteer campground hosts and partners to maintain smooth facility operations. This position maintains regular contact with Visitor Engagement and Visitor Information staff in the Kananaskis Region and the Provincial Contact Center regarding information and reservation services, website updates and interpretive programming. This position works closely with 3rd party contractors on the reservation system and helps support partnerships including with the William Watson Lodge Society, accessibility partners and organizations that work for the benefit of Albertans with disabilities.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Tourism and Hospitality, Social Work, Education, Nursing, Business Administration or other related

Job-specific experience, technical competencies, certification and/or training:

- Strong working knowledge of the adaptive and non-adaptive recreational opportunities and facilities available to visitors at WWL, Peter Lougheed Provincial Park, and Kananaskis Country and area.
- Working knowledge of best practices as they relate to accessibility and programming for persons with disabilities and seniors.
- Experience working with persons with disabilities and seniors.
- Ability to think quickly and clearly in complex emergencies, including prioritizing the special needs of clients and life safety equipment.
- Excellent interpersonal and communication skills and professionalism dealing with the public and colleagues.
- Strong computer skills with proficiency with Aspira Reservation software and Microsoft Office software including Word, Excel, and Outlook.
- Good organizational skills and the ability to work in a team environment and independently
- Good working knowledge of front desk procedures, reconciliation processes, cash handling, and credit card systems.
- Basic understanding of Human Rights legislation, Accessibility Standards, Provincial Parks Act and Regulations, OHS legislation, Plan for Parks, and Inclusion and Accessibility policies
- Willingness to commute to a remote workplace (1hr 5min from Canmore or 1 hour 30 min from Cochrane or Calgary).
- Post-secondary degree in Hospitality and Tourism, Social Work, Education, Nursing, Business

Administration, Emergency Services or other related degree.

- Industry Canada Radio Operators Certificate- Aeronautical.
- Oxygen Administration training.
- Standard First Aid and CPR- Level C.
- Incident Command System 100.
- Basic Emergency Management.
- Vulnerable sector record check required

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>The staff member in this role supports guests as the first point of contact. The unique facility and diversity of client needs require creativity to resolve a variety of simple and complex issues.</p> <p>This position provides after hours emergency and non-emergency response with no "on call" assistance from higher level staff members. The facility is located in a remote area, over an hour away from the closest town. Staff assess risk and determine solutions. They are the conduit to emergency and enforcement services which can be over an hour away.</p> <p>Staff seek out resources and perspectives to resolve complex, short term issues and provide input and recommendations for changes to policy, processes and systems</p>
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains 	<p>Staff work in a dynamic environment where adapting to interactions and situations based on the specific needs and emotions of a client is necessary. Staff coach</p>

		<p>impact of changes</p> <ul style="list-style-type: none"> • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>and mentor subordinate staff</p> <p>Staff anticipate and mitigate impacts to guests and other program areas relating to late check outs, dirty cabins and mechanical issues</p> <p>Staff coordinate resources, evaluate priorities and take action to accommodate needs in emergency situations including setting up the main lodge as a safe sanctuary</p> <p>Staff work with 3rd party contractors to build, enhance and improve the online reservation system</p>
Systems Thinking	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	<p>Staff identify gaps, seek feedback and identify challenges and opportunities for Albertans with disabilities and seniors. They make recommendations for changes and enhancements to the facility, policy and operations</p> <p>Staff prioritize customer service excellence and create welcoming spaces to build community</p> <p>Staff collaborate with Public Engagement staff, Information Services, Rocky Mountain Adaptive and other accessibility partners to support educational and recreation programming</p>
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships 	<p>Staff build relationships by engaging guests and group organizers, providing information on the WWL Facility, Peter</p>