

TITLE: PARK RANGER
CLASSIFICATION: NR3
ORGANIZATIONAL CONTEXT

Regional Operations Branch is the front-line service delivery branch within Parks Division of the department of Forestry, Parks and Tourism. Regional Operations is responsible for enabling outdoor nature-based recreation across over 260 high-value sites, facilitating approximately 12 million visitors annually, and consisting of a peak summer operating season team of over 700 permanent and seasonal staff. The Branch is responsible for the delivery of a broad range of front-line public services ranging from safe water plant operation to engaging interpretation stage shows.

Park Rangers ensure the safe and enjoyable use of parks by visitors. They are committed to educating the public on Alberta Parks rules and regulations to ensure the protection of Parks sites for present and future generations. Leading by example, they aim to inspire a deeper connection to nature and promote healthier living through outdoor nature-based experiences.

The Park Ranger falls under the following organization:

MINISTRY: FORESTRY AND PARKS

DIVISION: PARKS

BRANCH: REGIONAL OPERATIONS

WORK UNIT: GEOGRAPHIC REGION

JOB OVERVIEW

Reporting to the Park Ranger Team Lead or Park Ranger Supervisor (depending upon location) the Park Ranger is a seasonal front-line team member that's responsible for facilitating safe and positive experiences for park visitors. Park Rangers are the primary field contacts for park visitors and they are dedicated to educating and encouraging compliance with park rules and legislation. Park Rangers provide timely issue resolution, accurate information, and information to park users. They also help with human wildlife co-existence by educating users on appropriate behaviors and identifying areas of concern. They may travel by foot, bike, motor vehicle, or off-highway vehicle to rove trails, campgrounds, and day use areas to meet and communicate with a wide range of park users. Due to the geographical location of our parks, travelling long distances and remote outdoor travel, at times, is required.

The Park Ranger is part of a team dedicated to identifying and resolving emergent operational issues within Parks sites. This involves a multi-disciplinary and broad level approach to ensure that issues such as visitor non-compliance, environmental impacts, visitor use impact concerns, nuisance animal impacts, and safety hazard identification and management activities are dealt with in a professional, respectful and productive manner.

This service-focused position also assists in public safety by providing aid and support with incidents, accidents or emergencies that affect park operations in both front and back country settings. This will include monitoring site conditions, responding to issues, and managing visitor behaviors through information sharing and education. This position may also assist with search and rescue, medical incidents, evacuations, area closures, fire bans, and wildlife warnings on Parks sites as directed by their supervisor.

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ACCOUNTABILITIES

1. **Compliance and Education:** Engage in positive interactions with park visitors to encourage understanding and compliance with rules and policies to ensure a safe and enjoyable experience for all.
 - Foster responsible conduct and remind visitors of appropriate behavior through compliance and education efforts.
 - Conduct campground compliance activities through observation, education, and outreach where applicable
 - Rove and deliver key messages and education to public, including print and digital material.
 - Be knowledgeable of current legislation, policy, rules and also general park information.
 - Respond to inquiries pertaining to the *Provincial Parks Act*.
 - Refer serious violations and noncompliance matters to supervisor and to enforcement agencies as applicable for effective follow-up
 - Maintain accurate notes on observations of non-compliance matters to assist enforcement agencies

2. **Park and Resource Management:** Assist with visitor management, help mitigate conflicts between users and conservation objectives, and resolve outstanding concerns from users.
 - Implement responses to basic site operation issues as directed by supervisor.
 - Participate in roves of backcountry and front country areas to maintain situational awareness and report on the use and status of sites, as well any environmental or infrastructure impacts.
 - Resolve visitor issues and challenging situations through the use of effective problem solving, communication strategies and reaching out to the appropriate work units for assistance.
 - Deal directly with emergent operational requirements and ensures the right staff and support agencies are involved.
 - Identify situations where nuisance animals are causing unacceptable impacts to park infrastructure, visitors, or ecology, and determine follow up actions with supervisor.
 - support implementation of communications plans related to human wildlife co-existence
 - assist with nuisance animal or wildlife issue management as directed by supervisor
 - Collect, monitor, and submit recreational water samples as per Alberta Health Services direction.
 - Advise public of any public health concerns as per Alberta Health Services Direction (Post signage – blue green algae, swimmers itch, etc.)
 - Track and install signage as directed by supervisor (traffic, visitor information, park boundary, etc.)
 - Assist with trail work and general maintenance as required, including clearing brush and deadfall, and where required hazard tree management.
 - perform minor maintenance duties, light manual labour and special projects to assist program area staff when requested

3. **Park Visitor Safety:** Ensure the safety of park visitors, residents and staff.
 - Understand and be familiar with Emergency Response Plans (ERP) and Facility Emergency Response Plans (FERP)
 - Initiate emergency response plan actions when required. Provide support to other Parks staff in initiating emergency response actions.
 - Support external and internal agencies in response to public safety matters as required on park sites.
 - Assist with implementation of public safety programs including inventory, inspecting, and mitigating concerns (E.g., Kids Don't Float, swim lines/buoys)

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4. General Administration and Occupational Health and Safety:

- Submit accurate and complete daily shift reports at the end of each shift
- complete timesheets, maintain assigned equipment and adhere to other administrative processes
- coordinate collection and transportation of revenue with Visitor Services stream staff
- Conduct all work within OH&S regulations, policies, and procedures.
- Complete reporting (hazard assessments, incident reporting, near miss, etc.) when necessary
- Complete all required OHS inspections.

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JOB REQUIREMENTS

Required Education: High school diploma and related experience.

Equivalencies: one year experience for one year education, or one year education for one year experience considered.

- Preference will be given to candidates enrolled in or having completed post-secondary education in Natural Resources, Environmental Sciences, Recreation or Tourism Management, Conservation Enforcement, or other related programs.
- Preference may be given to candidates having experience in Parks, Lands, Wildfire, Public Education, or roles that require strong communication skills.

Additional Requirements:

- Standard First aid with CPR C and AED
- Class 5 Driver's License

Knowledge:

- Knowledge of Provincial Parks Acts and Regulations
- Experience with conflict management and resolution
- Knowledge in the use of specialized computer software, e.g. Microsoft office programs
- Familiar with Incident Command Systems (ICS)
- Knowledge of Alberta flora and fauna

Skills:

- Experience in front facing customer service or presentation skills
- Strong verbal and written communications skills
- Effective interpersonal and conflict resolution skills
- Outdoor recreation competency (navigation skills, backcountry travel, working alone)

Abilities:

- Ability to work independently and with a team
- Ability to work in outdoor remote locations

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BEHAVIOURAL COMPETENCIES

1) Build Collaborative Environments (Level B)

- a. Facilitates open communication and leverages team skill
- b. Leverages skills and knowledge of others
- c. Genuinely values and learns from others
- d. Facilitates open and respectful conflict resolution
- e. Recognizes and appreciates others

Job applications:

- Co-ordinating with a variety of work teams through strong communication.
- Collaborating with and supporting all stream staff on various tasks/projects.
- Respecting and understanding the needs and requests of others when sharing resources.

2) Agility (Level B)

- a. Works in a changing environment and takes initiative to change
- b. Takes opportunities to improve work processes
- c. Anticipates and adjusts behaviour to change
- d. Remains optimistic, calm and composed in stressful situations
- e. Seeks advice and support to change appropriately
- f. Works creatively within guidelines

Job applications:

- Able to stay calm and think on feet during high-stress situations.
- Understands who to ask for help when dealing with a wide variety of issues.
- Identifies potential inefficiencies and creatively seeks to improve them.

3) Creative Problem Solving (Level B)

- a. Focuses on continuous improvement and increasing breadth of insight
- b. Asks questions to understand a problem
- c. Looks for new ways to improve results and activities
- d. Explores different work methods and what made projects successful; shares learning
- e. Collects breadth of data and perspectives to make choices

Job applications:

- Resolving issues with visitors/campers/staff.
- Solving problems quickly with short notice and potentially with limited resources.
- Works with other staff to gain perspectives and ideas for a group-driven solution.

4) Develop Networks (Level A)

- a. Maintains collegial internal relationships and understands external network
- b. Seeks to understand perspectives and needs of others
- c. Follows through, has integrity and respect for others
- d. Helps and follows through
- e. Keeps key stakeholders informed; is professional and respectful

Job applications:

- Works collaboratively with different work teams to complete tasks/resolve issues.
- Maintains communication through ongoing relationships with staff, park visitors, and partners.

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