

Public (when completed)

Common Government

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Reclassification

Ministry

Forestry and Parks

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Visitor Services Attendant

Current Class

Administrative Support 3

Requested Class

Administrative Support 4

Job Focus

Operations/Program

?

Supervisory Level

00 - No Supervision

Agency (ministry) code ?

Cost Centre

Program Code: (enter if required) ?

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Parks, Parks Operations, William Watson Lodge

☐

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Visitor Services Supervisor

Supervisor's Current Class

Administrative Support 4

Design: Identify Job Duties and Value

Changes Since Last Reviewed ?

Date yyyy-mm-dd

Responsibilities Added:

- Significant increase in client numbers to the recently rebuilt / refurbished facility and area
- Digitization of systems (reservations, financial tracking, public information, reporting, public surveys and feedback, digital media, inventory management)
- Use of specialized software for video monitoring system, point of sale
- Perform caretaking, maintenance and snow clearing duties as needed
- Promote and support activities of partnership with Rocky Mountain Adaptive
- Significant changes in facility monitoring systems (fire alarm and mechanical alarm)
- Position reporting structure changed to report to the Visitor Services Supervisor
- Administer the sales of the Kananaskis Conservation Pass at WWL

Responsibilities Removed:

- Attend care facilities, group homes and agency events to promote William Watson Lodge

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 Attendants 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 and facility infrastructure. The Visitor Services Attendant 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 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.
- 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's comments, recommendations, and complaints.
- Monitor and respond to Alberta Parks radio frequencies, communicating with relevant and suitable radio language.

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.
- Enforce rules and policies using education 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 caretaking, maintenance and snow crew duties as needed.

3. Deliver reservation services and administer sales of the Kananaskis Conservation Pass

- Work within the reservations team to input bookings into an on-line reservation system.
- Assist clients to make in person and over the phone reservations.
- Assist the Alberta Contact Centre with making reservations, answering questions, and providing assistance for complex reservations.
 - 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.
- 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. 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 Entrypass 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 Attendants 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 Attendants trouble shoot issues with administrative equipment and processes, implement temporary solutions and recommend changes to ensure business continuity.

Staff in this role work closely with the Caretaking and Maintenance staff to resolve issues related to facility cleanliness and mechanical functionality. Visitor Services Attendants are supported to make decisions on how best to manage unique 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 Attendant 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.

Required Education, Experience and Technical Competencies ?

Education Level

High School Diploma

Focus/Major

Other

2nd Major/Minor if applicable

Designation

If other, specify:

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.
- 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 Provincial Parks Act and Regulations, OHS legislation, 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).
- Industry Canada Radio Operators Certificate- Aeronautical.
- Oxygen Administration training.
- Standard First Aid and CPR- Level C.
- Vulnerable sector record check required

Behavioral Competencies ?

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input checked="" 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</p>

			<p>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</p>
Agility	<input type="radio"/> <input type="radio"/> <input checked="" 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 impact of changes • 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>Staff work in a dynamic environment where adapting to interactions and situations based on the specific needs and emotions of a client is necessary.</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>
Systems Thinking	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value 	<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>

		for clients and stakeholders	
Develop Networks	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Maintains collegial internal relationships and understands external network: <ul style="list-style-type: none"> • Seeks to understand perspectives and needs of others • Follows through, has integrity and respect for others • Helps and follows through • Keeps key stakeholders informed; is professional and respectful 	Staff build relationships by engaging guests and group organizers, providing information on the WWL Facility, Peter Lougheed Provincial Park, Kananaskis Region and other organizations and programs that work for the benefit of Albertans with disabilities and Alberta seniors

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Benchmarks ?

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

014AS23 Registration Specialist
014AS14 Program Information Officer

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name	Date yyyy-mm-dd	
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature <div>Remove Signature</div> <div>Add Signature</div>
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature <div>Remove ADM Signature</div> <div>Add ADM Signature</div>
ADM Name	Date yyyy-mm-dd	ADM Signature <div>Add DM Signature</div>