

Public (when completed)

Common Government

## New

Ministry

Forestry & Parks

### Describe: Basic Job Details

#### Position

Position ID

50028196

Position Name (30 characters)

Business Operations Assistant

Requested Class

Program Services 1

Job Focus

Operations/Program

Supervisory Level

0 - Yes Supervisory

Agency (ministry) code

100063

Cost Centre

6221 21

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

Vacant

#### Organizational Structure

Division, Branch/Unit

Forestry and Parks, Parks, South Region

Current organizational chart attached?

Supervisor's Position ID

50022218

Supervisor's Position Name (30 characters)

Visitor Services Supervisor

Supervisor's Current Class

Program Services 3

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

Reporting to the Visitor Services Supervisor (VSS2) The Business Operation Assistant, is responsible for supervising the delivery of Visitor Services out of the Kinbrook and Tillebrook booth/information centres. This position is part of a team that is responsible for positive, effective, and efficient interaction and communication with the general public, other Divisional and Area employees, and other stakeholders as required. Along with the above responsibilities, The BOA supports the VSS2 with other program related priorities in the Dinosaur Area.

The main responsibilities include: Supervision of the Campground information and registration services; manage visitor complaints and assign appropriate work order responses; initiate visitor management protocols during peak/surge visitation hours; deliver onsite training/orientation to subordinate staff; provide customised training to other staff as assigned; process and respond to inquiries on behalf or absence of the VSS2. The BOA is responsible to be central communication person for all of the program areas regarding issues management during the busy operating season at Kinbrook Island and Tillebrook Parks.

The Visitor Services program that the Business Operations Assistant position supports provides a wide range of guest, hospitality, and administration services within Dinosaur Provincial Park UNESCO World Heritage

Site, Kinbrook Island and Tillebrook Provincial Parks. Due to seasonal fluctuations of visitor activity that place a very high demand on program business centers, the Business Operations Assistant will need to act independently, representing the program in a highly professional manner and may fill in as contact for the entire program during peak business times or when the Visitor Services Supervisor is unavailable.

The position has considerable independence and responsibilities within well-established guidelines and procedures and is crucial to ensuring Dinosaur Provincial Park UNESCO World heritage site, Kinbrook Island Provincial Park, and Tillebrook Provincial Park continue to be an inclusive, responsive and innovative, recreational, educational, and successful venue for all visitors and staff. Weekend, vacation and evening shift scheduling may be required. Working across Departments will be expected to fulfill operational requirements.

## **Responsibilities**

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

### **Supervision**

The Business Operations Assistant leads one or more teams of seasonal staff to ensure program objectives and supervisory requirement are continually met by:

- Completing all required onboarding steps
- Providing training and ongoing coaching and mentoring of staff
- Developing staff schedules and reviewing and approving pay system time entries
- Monitoring performance and providing feedback and guidance as necessary
- Conducting and recording season-end performance evaluations.
- May assist with implementing and monitoring site level OH&S plans for program staff
- Ensuring staff are familiar with site-level Emergency Response Plans and understand their respective responsibilities
- Assisting the VSS2 in recruiting seasonal staff including applicant screening, conducting interviews, and applicant selection

### **Customer Experience**

In order to provide safe, enjoyable, and engaging experiences to park visitors and guided by policies and procedures and applicable provisions of the *Provincial Parks Act*, the BOA ensures customer service standards are met across the portfolio of visitor service facilities under the position's oversight (campground check-in booths and/or park visitor centers) by:

- scheduling facility opening hours within resource constraints to best meet customer needs
- ensuring staff are trained and provide prompt, courteous, and high quality customer service to park visitors
- resolving customer complaints within policy/procedural limitations and escalating issues as appropriate
- receiving and recording concerns/complaints regarding park facility maintenance issues and forwarding those to park maintenance staff following a prescribed process in a timely manner
- liaising with Park Rangers and Conservation Officers regarding visitor safety and depreciative and/or illegal visitor behaviors.
- supporting the response to emergency situations as guided by applicable emergency response plans
- supporting response to public safety and emergency incidents as required
- leading communication with registered campers to provide timely information on emerging issues affecting campground service changes, amenity closures, and campground closures
- liaising with Visitor Engagement staff to support delivery of site level programming and special events

### **Campground Reservation/Registration**

Under the direction of the VSS2, this position oversees the field-level provision of campground reservation/registration services in order to provide park visitors with an efficient and friendly campground check-in experience in line with applicable policies, directives, financial processes, and in accordance with the *Provincial Parks Act* by:

- registering campers, recording reservations, and processing payments using the reserve.albertaparks.ca (RAP) system for camping, group camping and comfort camping
- verifying and updating RAP system data regarding campsite reservation dates, campground services and amenities, and nightly fees.
- working closely with RAP system staff to troubleshoot and resolve RAP system issues impacting site-level service delivery.
- ensuring cash handling and daily cash-out procedures are followed.
- responding to and resolving at times complex customer complaints and concerns including refund requests.
- completing bank deposits and revenue reconciliation reports
- Ensure the booth and office areas are kept clean & organized at all times, with relevant resources stocked and ready to use

### **Retail Operations**

The Business Operations Assistant is responsible for supervising retail operations where offered at Dinosaur Provincial Park, Kinbrook Island Provincial Park, and Tillebrook Provincial Park in accordance with regional priorities, divisional guidelines, applicable financial policy/procedures, and provincial public health regulations by:

- Developing and implementing retail operations plans addressing inventory type and quantity, pricing structure, vendor selection, and retail facility operating hours.
- Procuring inventory goods for resale.
- Keeping inventory, placing orders, receiving deliveries, tracking expenditures, and paying invoices
- Receiving and processing payments for goods at retail locations using point-of-sale system
- Ensuring cash handling and daily cash-out procedures are followed.
- Completing bank deposits and revenue reconciliation reports
- Ensuring retail spaces are kept organized, clean, and presentable through scheduling caretaking services

### **Information Services**

Under the Direction of the VSS2, the Business Operations Assistant will supervise a team to provide accurate, relevant, timely, and appropriate information (online, print media, and personal information delivery) to park visitors to facilitate safe, responsible, sustainable, and enjoyable use of park facilities and services by:

- Orientating visitors to Alberta Parks using exceptional customer service skills, providing recommendations for the visitor's experience and information on the Alberta Park's programs and services
- Ensuring public safety by providing pertinent and strategic safety information important to visitors, including trail safety, wildlife activity and weather conditions
- Maintaining excellent knowledge of all aspects of services and facilities
- Collecting and compiling data on campground booth usage (phone, walk-in, and other statistics)
- Answering public inquiries and handling customer complaints
- Communicating with government staff and others to gather current, accurate information for dispensing to both the public and other park staff
- Obtaining a variety of information from other tourism locations and attractions, and ensure their availability to visitors

### **Budget Administration**

The Business Operations Assistant will support the VSS2 in administering a program budget to ensure the

program operates within expenditure limits and meets revenue targets in accordance with financial policies and procedures by:

- Developing program expenditure projections and revenue forecasts
- Tracking expenditures and revenues
- Identifying spending pressures and concerns in a timely manner
- Ensuring prompt and proper payment of invoices through p-card or forwarding of invoices to Area Office for processing
- Ensuring all financial transactions are carried out in accordance with required processes and policies

### **Contract Management Support**

The Business Operations Assistant will support the Service Centre Supervisor with contract management support to the VSS2 to ensure the quality standards in Facility Operating Agreements, Concession Agreements, or similar contracts are met by:

- conducting site visits, meeting with contracted service providers, and observing contracted service delivery
- recording concerns regarding contractor performance, completing inspection reports and bringing those to the attention of the contract manager
- providing visitor services related training to contracted service providers
- providing advice to contract managers regarding visitor service related contract management issues

### **Problem Solving**

Typical problems solved:

- A partial power outage has rendered the Internet and computers inoperative, and some campground facilities are out of order. How do I protect staff and visitor safety while still providing service?
- A staff member has suggested a change to operations that would benefit visitors at no additional cost. How do I implement this change?
- A staff member hasn't received their pay deposit as scheduled. How do I ensure that they will receive their pay as soon as possible?
- A major public safety rescue is underway at the Park and authorities are setting up staging areas while removing or restricting movement by the public in normally very busy areas of the park. How do I inform visitors about how they should react to the event? How does my staff get involved or remain safe? How do I ensure proper communication to my superiors, other program leads, and continue to serve the visitors while the events transpire?
- A large group of visitors has occupied more camping areas than they have registered, causing

anger and frustration of neighboring park users, impeding maintenance workers from routine maintenance, and enforcement personnel have indicated they will not be responding as this is not escalated high enough risk compared to other incidents that day.

**Types of guidance available for problem solving:**

Standard operating procedures are developed for that site. Department policies are available online. Visitor Service Supervisor 2 is available for instruction and guidance. Other program lead such as Maintenance Supervisor, Lead Park Ranger, are available to offer historical problem solving incites.

**Direct or indirect impacts of decisions:**

Decisions will impact safety of visitors and their enjoyment of the park.  
 Direct staff (8-10 persons) will rely on this position as their first point of contact with issues or concerns.  
 Good decisions will result in high workplace satisfaction and talent retention.  
 Position will have access to make edits to content on AlbertaParks.ca - judicious use of language will be of critical importance considering the official nature of this resource.  
 Reputation of Alberta Parks and the Government of Alberta will be positively impacted by good decisions made in this role, as a front-line supervisory position.

**Key Relationships**

**Major stakeholders and purpose of interactions:**

Interacts regularly with front-line Information Officers, Park Rangers, Maintenance workers, and other regional staff to understand public needs and to ensure consistent and accurate delivery of information.

Works closely with Visitor Services Supervisor 2 to inform an information operational plan and to evaluate effectiveness of existing and new approaches.

This position is part of a creative and collaborative “Visitor Services Team” within the Dinosaur Park Visitor Team and is expected to be a positive contributor to meeting the broader team goals.

**Required Education, Experience and Technical Competencies**

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

**If other, specify:**

Communications, public relations, tourism or marketing, hospitality, recreation

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

**JOB REQUIREMENTS**

- A two year diploma in a related discipline (business, recreation, tourism, etc.)
- An understanding of Alberta Parks' responsibilities, mandate, organizational structure, and program goals.
- Strong interpersonal skills - problem solving, mediation and team skills, strong written and verbal communication skills.
- Valid Class 5 driver's license
- Standard First Aid certificate
- Computer literacy, including strong working knowledge with the Microsoft Office Suite and website updates.
- An ability to work independently.
- Strong supervisory skills and experience and an ability to motivate a variety of staff in an intense and demanding work environment.
- Ability to train, motivate and lead staff in a variety of service-oriented roles.

**Assets**

- Knowledge of the tourism industry and ability to market and promote AB Parks products and programs successfully within it

- The ability to form strong and effective working relationships with immediate co-workers and other Alberta Parks staff.
- Working knowledge of accounting tasks and an understanding of financial administration.
- Experience and knowledge of business planning, strategic planning, project planning and management.
- An ability to adapt and flex with change at any stage in work planning and delivery.
- Knowledge of the retail industry.
- The ability to utilize technological innovation to enhance efficiency and service delivery.
- Strong organizational and time management skills.
- Strong writing skills for promotional print materials and correspondence.
- Good judgment and ability to handle sensitive information discreetly.

**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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization’s objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	<p>This position will participate in the annual Program Planning workshop to identify ways in which the Information Program can assist in achieving department and regional objectives. Will contribute meaningfully to discussions with local leadership team about potential changes to service offerings and how those will impact visitors, partners, facility operators and staff.</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"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	<p>As a front-line supervisor, will be the point-of-contact with local field staff, recreational groups, facility operators and volunteers. Will need to cultivate these relationships in order to ensure that information flows both ways and can be widely shared where appropriate.</p>
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and</li> </ul>	<p>Both within their own worksite and within the larger regional team, will be key in helping to solicit feedback on how to build a robust and</p>

		works to eliminate barriers to progress <ul style="list-style-type: none"> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	resilient information program that meets the needs of visitors, staff and other stakeholders. This will require diplomacy and a genuine touch, as well as humility.
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Seeks out learning and knowledge-sharing opportunities: <ul style="list-style-type: none"> <li>• Reflects on performance and identifies development opportunities</li> <li>• Takes initiative to stay current</li> <li>• Shares with the team even when not asked</li> <li>• Actively coaches and mentors direct reports</li> </ul>	Will be required to model behaviour that encourages commitment to continuous learning. This position will, over time, learn how to do the job of the Visitor Services Team Lead, and they will be encouraged to ensure that members of their own team of Information Officers are likewise given the opportunity to learn how to have success serving in this role.

**Benchmarks**

List 1-2 potential comparable Government of Alberta: Benchmark

021PS74 - Public Information Officer

**Assign**

\_\_\_\_\_ Date yyyy-mm-dd \_\_\_\_\_ Employee Signature

\_\_\_\_\_

\_\_\_\_\_ Manager Name \_\_\_\_\_ Date yyyy-mm-dd <sup>5</sup> \_\_\_\_\_ Manager Signature