

TITLE: SEASONAL INFORMATION OFFICER (WAGE)

CLASSIFICATION: ADMINISTRATIVE SUPPORT 2 (AS2)

ORGANIZATIONAL CONTEXT

Regional Operations Branch is the front-line service delivery branch within Parks Division of the department of Forestry and Parks. Regional Operations is responsible for enabling outdoor nature-based recreation across over 200 high-value sites, facilitates approximately 12 million visitors annually, and consists of a peak summer operating season team of over 700 permanent and seasonal staff. The Branch is responsible for the delivery of an eclectic range of front-line public services ranging from campground operations to engaging interpretation stage shows.

Information Officers provide a front-line government contact for public campground and support Park facility operation and the provision of visitor services for Park users including campground reservations and registration, visitor information, handling inquiries and complaints and where applicable, retail or concession services. The core function on this role is to provide exceptional front-line customer service through multiple touch-points (in person, phone and online) to assist visitors, deliver information, problem solving issues and delivery on the SHOP Alberta Parks service for campgrounds.

The Information Officers falls under the following organization:

MINISTRY: FORESTRY AND PARKS

DIVISION: PARKS

BRANCH: REGIONAL OPERATIONS

WORK UNIT: GEOGRAPHIC REGION/AREA/DISTRICT

JOB OVERVIEW

Information Officers (IOs) are often the first point of contact for visitors and campers to Alberta Parks and thus, set the tone for all interactions within parks. IOs provide strong customer service to visitors and campers. They also provide concise, clear communications for local wayfinding and travel information and champion safe, respectful use of our natural areas.

IOs duties include, but are not limited to, the day-to-day operations of facilities and associated services that may include, booths, camp stores, concessions, rental kiosk, gift stores and Visitor Centres. Daily tasks may include opening and closing procedures, financial reconciliation, recording reservations, performing campground occupancy checks and reception duties. IOs provide a welcoming and inclusive environment for all visitors through multiple touch-point (in-person, phone & online).

IOs have strong time management skills, attention to detail, and work well under pressure. They must also possess strong conflict resolution skills to manage customer complaints and facilitate feedback. This positions primary purpose is to provide exceptional front-line customer service while registering campers and delivering information.

ACCOUNTABILITIES

Customer & Information Service

Career Group:

Job Class:

Job Stream:
Bargaining Unit

Occ Code:
Job Code:

Revised Date: Aug. 2024

To provide safe, enjoyable, and engaging experiences to park visitors, guided by policies and procedures and applicable provisions of the Provincial Parks Act, through high service standards at campground booths and/or park visitor centers).

- Provide exceptional customer service as the first point of contact for day users and overnight campers - greet and welcome all visitors in a friendly, approachable, and professional manner.
- Strong communication skills when working with visitors and coworkers, and an ability to interact in a friendly, informative, diplomatic, adaptable and professional manner.
- Acquire accurate knowledge of the park in order to assist the public with current, concise and relevant information regarding park facilities, services, conditions (trails, water quality, weather, etc.) activities, programs, policies, directives and regulations, natural and cultural histories as well as regional tourism opportunities and services.
- Assists with ensuring public safety by providing pertinent safety information to visitors. Through consultation with visitors, raise their awareness of and level of preparedness for potential hazards (i.e. dangerous wildlife) that may be encountered while recreating in the area and thereby prevent public safety incidents from occurring.
- Understand policies, procedures and protocols including campground rules and regulations and GOA directives and advise public of various rules, policies and regulations that apply within a Provincial Park.
- Receives, responds and triage visitor/camper, issues, complaints, concerns and other feedback in a highly professional and appropriate manner, including referrals to other appropriate departments as required such as 310-LAND, maintenance, and Park Rangers.
- Assisting and working closely with other parks program streams (Park Rangers, Maintenance staff, Visitor Engagement and other Visitor Services staff) as required to ensure operational and visitors' needs are met.

Visitor Services & Facility Operations

Ensuring facility operations through effective opening and closing tasks/procedures, ensuring facility are kept clean, organized, secure, and safe at all times; reporting maintenance issues immediately. Ensure hours of operation are communicated to visitors and facility is open during scheduled hours.

- Acquire a solid understanding and ability to use all functions of the SHOP.AlbertaParks.ca and AspriaOne software systems to register campers, process changes such campsites and/or check-out dates, cancel reservations, complete check-outs, processes payments or refunds, and operate cash register and point of sale machines.
- Acquire solid understanding and use of StoreManger software for the delivery of retail services and functions to operate cash register and point of sale machine, ensuring floats and cash in/cash outs are accurate and balanced.
- Identifies and reports any issues or concerns with the reservation system, tills, POS, equipment, supplies, etc. in a timely manner to supervisor.
- Participates in campground operations, including camper compliance, group unit counts, camping fee collection, coin collection, and daily facility cleaning.
- May be required to assist with collecting of self registration envelopes and inputting the relevant data into AspriaOne and reconciliation forms.
- May conduct retail sales of product which include but not limited to: firewood, bagged ice, food or concession items, and ice cream.
- Where applicable, maintain the retail area(s) assisting with inventory management and control, restocking, visual merchandising, general tidying and the adherence to the cleaning schedules; informing supervisor of any items that are low in stock.
- Reconcile revenue under the direction of the Supervisor (camping fees, shower coin, retail sales, etc.). completing any corrections or errors (ensuring accuracy) ensuring floats and cash outs are accurate and balanced; may prepare bank deposits forms.
- May include others related duties as assigned per Supervisor.

Visitor Engagement - Program & Special Event Support

- Informs and promotes all visitors of pertinent information regarding interpretive programs and frequently liaises with visitor engagement staff to make sure that information being given is accurate.
- May assist with the planning and delivery of special events and other related activities (i.e. information roves and point duties) under the guidance of the Supervisor.
- Where applicable, conduct tour sales/reservation service for park tours, interpretive programs, rental equipment and recreational activities.
- May assist with the preparation and distribution of information-based communications such as program. advertisements, safety notices, advisories and other materials throughout the park; as well as to outside parks where appropriate i.e. community visitor centres.
- Update park information bulletin board with recent advisories, weather, events, and programs offered in the park.
- Where applicable, monitor and replace promotional and tourism materials in the facility such as brochures and pamphlets as needed; in coordination with the Supervisor.

Administrative Duties

- Represent Alberta Parks in a professional manner; wearing uniform in accordance to the uniform policy.
- Working knowledge of administrative and financial processes to complete day-to-day sales transactions and cash-out procedures of camping and/or retail sales revenue.
- Keep a clean and organized workspace at all times, including both interior and exterior of facility.
- Record and organize statistics for public visitation, demographics, trends and comments/complaints when required and contribute to year end reports.
- Record necessary safety, accident or wildlife occurrence information on reports and ensure they are delivered to the appropriate member of staff in a timely manner.
- Learn emergency protocols to provide support to staff in an emergency situation.
- Maintain lost and found records; tag and organize found items in an efficient manner; in coordination wit the supervisor.

Occupational Health and Safety:

- Become familiar with and apply all pertinent OH&S policies, procedures and protocols in all areas of work.
- Where applicable, adhere to Alberta's food safety laws and requirements of the Food Handlers Certification.
- Record necessary safety, accident or wildlife occurrence information on reports and ensure they are delivered to the appropriate member of staff in a timely manner.
- Learn emergency protocols to provide support to staff in an emergency situation.

JOB REQUIREMENTS:

Minimum Education and Experience:

- High School Diploma
- Experience with point of sales machines, retail and cash handling desired
- Knowledge of and experience in computer use and a variety of computer software (including but not limited to Excel, PowerPoint, Word, Publisher)

Additional Requirements:

- Valid Criminal Record Check
- Valid First Aid / CPR-C certificate
- Available to work evenings, weekends and holidays

Assets to the role include the following:

- Strong customer service skills

Career Group:

Job Class:

Job Stream:
Bargaining Unit

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- Outgoing, friendly personality that enjoys working with public in a team atmosphere
- Knowledge of Alberta Parks and direct experience with SHOP.Alberta.Parks.ca
- Familiarity with campground operations, park regulations, campground etiquette and surrounding Park amenities
- Ability to work both independently and in a team setting
- Independent problem solving and adaptability
- English language proficiency

BEHAVIOURAL COMPETENCIES

- **BUILD COLLABORATIVE ENVIRONMENTS** by promoting collaboration and commitment, encourage broad thinking on projects, work together to eliminate barriers to progress, and facilitate open and respectful dialogue.
- **CREATIVE AND PROBLEM SOLVING** by using a wide range of communication techniques to promptly and professionally address issues, breaks down problems into small parts and open to other's perspectives and aware of own ability to assess options and implications in new ways to achieve outcomes and solutions.
- **DRIVE FOR RESULTS** by having the ability to champion innovation and display high standards in programs, initiatives and services and pay attention to detail, be proactive, and demonstrate good work ethics.
- **AGILITY** to think creatively while working in a changing work environment, remains optimistic, calm and composed in stressful situations to effectively meet diverse visitor needs.