

Reclassification

Ministry

Environment and Protected Areas

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Seasonal, Visitor Services

Current Class

Administrative Support 3

Requested Class

Administrative Support 1

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

CA09

Cost Centre

614484

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Seasonal Wages

Organizational Structure

Division, Branch/Unit

Water & Circular Economy, WAP/WOP

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Visitor Services & Mktg Coor

Supervisor's Current Class

Program Services 3

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2025-09-10

Responsibilities Added:

Job Purpose and Organizational Context

Why the job exists:

Bow Habitat Station (BHS) is Environment and Protected Area's (EPA) environmental education centre providing access to experiential learning opportunities that foster conservation and stewardship of Alberta's fish, water and ecosystems. BHS supports in EPA's provincial education strategies using its Discovery Centre, Fish Hatchery, Trout Pond and Interpretive Wetland.

Visitor Services staff directly engage with clients of varying ages and abilities to promote BHS programs and public services through a wide range of front-line services for clients. This includes discussing program and admission options, processing sales, maintaining and implementing cafe, gift shop, membership and information services and corresponding with various clients through phone and email communications. Through these services, the department leverages BHS' reputation, access to and connections with Albertans to expand the reach of priority conservation, water and stewardship messages through experiential learning opportunities.

Responsibilities

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

1) Delivers and supports the maintenance of BHS' front-line visitor services.

Activities include:

- Deliver professional, friendly and accurate information to all clients over the phone, via email and in person.
- Process and reconcile daily sales through point of sale systems.
- Monitor and record ticket sales and supporting implementation of the BHS membership program
- Provide supporting educational tutorials to visitors (e.g. equipment rentals).
- Analyze and troubleshooting operational issues as they arise.
- Collect qualitative and quantitative program data (feedback, statistics).
- Follow established procedures for maintenance of café, gift shop and equipment rental products.
- Identify and implement opportunities to improve client services.

2) Supports effective and efficient operations to ensure a positive visitor experience.

Activities include:

- Follow established procedures for opening and closing public spaces.
- Proactively address hazards and safety concerns.
- Report deficiencies on displays, exhibits and public resources.
- Support volunteers in their roles and responsibilities.

3) Supports the Bow Habitat Station team to achieve mandates, goals, vision and mission.

Activities include:

- Establish and maintain positive and professional relationships with coworkers, volunteers, visitors and stakeholders.
- Uphold the quality service standards of the Alberta Public Service of respect, accountability, integrity and excellence.
- Demonstrate a continued commitment to learn.

4) Supports other branch, division, department and government initiatives, as required.

- Support other projects applying administrative or service delivery skills, as needed.

Problem Solving

Typical problems solved:

Working within established program plans, policies and standard operating procedures, this position supports visitors of all ages and abilities in a positive experience.

Adjusts language / word selection to meet the needs of their audience.

Identify and proactively address safety hazards.

Types of guidance available for problem solving:

This position reports directly to and takes direction from the Visitor Services and Marketing Coordinator. Active guidance is provided with resources readily available to support this position in making informed decisions in accordance with established policies and procedures to ensure quality and consistency in supporting a positive experience for every visitor at every touchpoint across their customer journey. This includes GoA and BHS policies, guidelines and approved messaging, as well as worksite health and safety guidelines.

Direct or indirect impacts of decisions:

This position has the potential to directly impact the safety of visitors, staff and volunteers.

This position also has an indirect impact to the reputation of BHS through excellence in service delivery and accuracy of information.

Key Relationships

Major stakeholders and purpose of interactions:

Albertans (general public) through delivery of information services.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

Or, Directly related experience in the delivery of in-person customer service.

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

Assets:

- Demonstrated point of sales and computer literacy (e.g. working with PC computers, Microsoft Office suite).
- Experience in cash handling.
- Excellent in-person customer service skills for a wide range of audiences (from toddler to youth, adults and seniors).
- Knowledge of Alberta fish, wildlife and/or aquatic ecosystems.

Pre-Employment Requirements:

- Ability to obtain a clear criminal record check prior to employment.
- Ability to work a shifted Tuesday to Saturday schedule and the occasional evening shift.

This position must demonstrate:

- Exceptional verbal communication skills with the ability to convey information effectively to various types of audiences.
- Engaging and professional customer service skills, exhibiting tact and diplomacy with visitors, volunteers and co-workers at all times.
- The ability to adapt language to meet the needs of various audiences.
- The ability to identify and address issues or inefficiencies related to programs or activities.
- Strong interpersonal skills to work responsibly, effectively and collaboratively within a team.
- Strong attention to detail.
- A continued desire to learn and adapt to a changing environment.

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
Agility	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers 	
Build Collaborative Environments	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> • Creates sharing opportunities • Actively shares, accepts and listens to others • Recognizes conflict, respects and discusses opinions openly • Supports group even to learn from mistakes • Recognizes differing interpretations 	
Develop Self and Others	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Develops own career and reduces barriers for others:</p> <ul style="list-style-type: none"> • Creates development plan with supervisor and seeks feedback • Reflects on performance to identify areas of improvement • Offers knowledge and insight to others • Supports career development of direct reports 	
Creative Problem Solving	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's 	

		<p>perspectives and aware of own</p> <ul style="list-style-type: none"> • Contributes ideas for improving processes, and adapts existing practice to address problems 	
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Benchmarks

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

Culture - Royal Alberta Museum - Seasonal Cashiers

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 _____ Employee Signature _____

Supervisor / Manager Name _____ Date yyyy-mm-dd _____ Supervisor / Manager Signature _____

Director / Executive Director Name _____ Date yyyy-mm-dd _____ Director / Executive Director Signature _____

ADM Name _____ Date yyyy-mm-dd _____ ADM Signature _____

DM Name _____ Date yyyy-mm-dd _____ DM Signature _____