

## Update

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (200 character maximum)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

**Employee**

Employee Name (or Vacant)

**Organizational Structure**

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

**Design: Identify Job Duties and Value****Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

## Job Purpose and Organizational Context

Why the job exists:

Bow Habitat Station (BHS) is Environment and Protected Area's (EPA) premiere environmental education centre providing access to experiential learning opportunities that foster conservation and stewardship of Alberta's fish, water and ecosystems. BHS plays an integral role in EPA's provincial education strategies using its Discovery Centre, Fish Hatchery, Trout Pond and Interpretive Wetland to engage, build empathy, inspire curiosity, and motivate Albertans to think, plan and act with the environment in mind.

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 departments is able to leverage 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:

Lead the delivery and support the maintenance of BHS' front-line visitor services. Activities include:  
- Delivering professional, friendly and accurate information to all clients over the phone, via email and in person.

- Processing and reconciling daily sales through point of sale systems.
- Monitoring and recording ticket sales and supporting implementation of BHS" membership program
- Providing supporting educational tutorials to visitors.
- Analyzing and troubleshooting operational issues as they arise.
- Monitoring and maintaining visitor services guiding policies and procedures.
- Facilitating program bookings
- Collecting qualitative and quantitative program data (feedback, statistics).
- Supporting the management of cafe and gift shop products.
- Supporting the maintenance of point of sale systems.
- Supporting the development of educational content relevant to established provincial education strategies including but not limited to program activities, blogs, social media and newsletters.
- Identifying and collaborating on opportunities to improve client services.

Support the delivery of environmental education programs and activities. Activities include:

- Delivering public programs to visitors of all ages and abilities, including public fish feeding and guided Fish Hatchery tours.
- Delivering approved environmental messages through outreach activities and events.
- Supporting Environmental Educators in troubleshooting program-related issues as they arise.
- Supporting with maintenance of program resources.

Support effective and efficient operations to ensure a positive visitor experience. Activities include:

- Leading opening and closing procedures for public access.
- Monitoring, troubleshooting and reporting deficiencies on displays, exhibits and public resources.
- Supporting volunteers in their roles and responsibilities.

Supporting to achieve mandates, goals, vision and mission. Activities include:

- Establishing and maintaining positive and professional relationships with coworkers, volunteers, visitor and stakeholders.
- Upholding the quality services standards of the APS of respect, accountability, integrity and excellence.
- Demonstrating a continued commitment to learning through participation in training opportunities relevant to the position.
- Supporting special projects at the discretion of Coordinators.

## Problem Solving

Typical problems solved:

Supports visitors of all ages and abilities in active participation of learning experiences throughout BHS. Adjusts timing, activity and/or language 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 and from other senior BHS staff. Although active guidance from coordinators is provided, this position is expected to make 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. This position may also provide policy and procedure recommendations to their supervisor and senior BHS staff for consideration.

Direct or indirect impacts of decisions:

This position directly impacts the reputation of BHS through excellence in service delivery and accuracy of information. Ultimately, through the activities delivered by this position, the reach of approved, priority GoA conservation, water and stewardship messages to individuals of all ages and abilities is expanded. Decisions made also have a direct impact on the health and safety of visitors, staff and volunteers as well as facility operations.

## Key Relationships

Major stakeholders and purpose of interactions:

External - Public: Leads the delivery of front-line public visitor services, interacting daily with visitors.

Internal - GoA Staff and volunteers: Primarily working within BHS team, but with direct relationships with Sam Livingston Fish Hatchery and building maintenance staff to support effective operation of the facility.

## Required Education, Experience and Technical Competencies

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

If other, specify:

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

### Requirements:

- A minimum of one year of related experience in the delivery of in-person customer service to clients of all ages and abilities. Experience in cash handling is not required but considered an asset.
- Ability to obtain a clear criminal record check prior to employment.
- Ability to obtain a valid Standard First Aid Level C with AED certificate prior to employment.
- Ability to work a Tuesday to Saturday schedule and the occasional evening shift.

This position requires knowledge of:

- Customer services practices for engaging all ages and abilities.
- Software and information systems relevant to responsibilities (i.e. Microsoft Office Suite, various internet / web applications).
- Knowledge of Alberta's fish, wildlife and biodiversity is not required but is considered an asset.

This position must demonstrate:

- One year of experience in the delivery of customer services to clients of varying ages and abilities.
- Engaging and professional customer service skills.
- Exceptional verbal communication skills with the ability to convey information effectively to various types of audiences.
- Experience working in a fast-paced, visitor-focused environment.
- The ability to adapt language, activities, etc. to meet the needs of various audiences.
- The ability to identify and address issues or inefficiencies related to programs or activities.

- Strong interpersonal skills with experience working responsibly, effectively and collaboratively within a team.
- Strong customer services skills, exhibiting tact and diplomacy with visitors, volunteers and co-workers at all times.
- 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					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
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"> <li>• Uses common sense and past experience to approach ambiguous problems</li> <li>• Prevents emotions from affecting others negatively</li> <li>• Looks for information on changes</li> <li>• Open to new ideas and helping co-workers</li> </ul>	
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"> <li>• Creates sharing opportunities</li> <li>• Actively shares, accepts and listens to others</li> <li>• Recognizes conflict, respects and discusses opinions openly</li> <li>• Supports group even to learn from mistakes</li> <li>• Recognizes differing interpretations</li> </ul>	
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"> <li>• Breaks down problems into small parts</li> <li>• Constructively questions and challenges the norm</li> <li>• Open to other's perspectives and aware of own</li> <li>• Contributes ideas for improving processes, and adapts existing practice to address problems</li> </ul>	
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</p>	

