

**New**

Ministry  
Environment and Parks

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

Position Number		Working Title (30 characters) Program and Recreational Assis
Requested Class Administrative Support 3		
Job Focus Operations/Program		Supervisory Level 00 - No Supervision
Business Unit 069GA	Dept ID 1114	Program Code 00553

**Employee**

Employee Name (or Vacant)  
Vacant

**Organizational Structure**

Division, Branch/Unit Parks Operations Division, Parks Ops/Cypress PP	<input type="checkbox"/> Current organizational chart attached?	
Supervisor's Position Number	Supervisor's Working Title (30 characters) Visitor Engagement Supervisor	Supervisor's Current Class Program Services 3

**Design: Identify Job Duties and Value****Job Purpose and Organizational Context**

## Why the job exists:

The purpose of this position is to enhance the ability of Cypress Hills Provincial Park to deliver on recreational, tourism and educational program opportunities.

Specifically, the Program and Recreational assistant position will assist with the delivery of education programs and recreational opportunities in Cypress Hills Provincial Park. Program Assistants help deliver public and school programs throughout the year where there is a set program to follow and under the direction of their supervisor. Additionally, the role assists in the operation of Parks rentals (equipment and facilities), catering facilities and be a resource for public engagement and information delivery. PA's may be asked to assist with other areas of Parks operations from time to time.

**Responsibilities**

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities ([sample policy research job](#)):

Deliver education and interpretive programming

- Assist with the delivery of educational programming to schools and groups that meets programming standards for Alberta Parks based on the Alberta Programs of Study for k-12.

- Assist with the delivery of youth and child programming focused on recreational activities and natural science related to parks and protected areas.
- Provide point duty services on recreational topics (e.g. water safety, backcountry safety)

#### Operation of the rental program

- Ensure a high level of customer service for public information.
- Rent equipment at the summer "boat and bike" and follow cash handling procedures as required.
- Assist guests in the fitting and expected use of equipment.
- Be able to conduct basic maintenance of equipment.
- Reconcile cash and run the POS system.
- Meet safety standards for risk management.
- Light cleaning or maintenance duties as required

Assist other departments as required and within the scope of guest service.

Follow the OH&S guidelines as per the policies of the Government of Alberta

#### Problem Solving

Typical problems solved:

Working with the public solving issues involving basic customer service and equipment rental.

Types of guidance available for problem solving:

Immediate supervisor or senior staff are always available. Staff training on customer service and point of sale systems, Staff training on public programs, Training on waterfront and equipment rental

Direct or indirect impacts of decisions:

Unsatisfactory customer service and visiting public who are upset

#### Key Relationships

Major stakeholders and purpose of interactions:

Visitors to Cypress Hills Provincial Park, public facing interactions for tourism

#### Required Education, Experience and Technical Competencies

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

If other, specify:

Tourism

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

This position must have the following;

- Experience working with schools or youth camps, particularly youth and children.
- Worked in retail and is familiar with POS systems and revenue reconciliation
- Strong customer services skills when interacting with the public
- Knowledge on OHS and safe workplace procedures
- For summer operations a valid instructor certificate is preferred but not required
- recreational mountain biking, kayaking, canoeing and paddle boarding skills are desireable

#### 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

Build Collaborative Environments	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<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="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<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>	

## Benchmarks

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

Information officer

Snowschool instructor

## 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
Manager/Director Name	Date (yyyy-mm-dd)	Manager/Director Signature
ADM Name	Date (yyyy-mm-dd)	ADM Signature