

TITLE: PARK RANGER TEAM LEAD

CLASSIFICATION: NR 8

ORGANIZATIONAL CONTEXT

Regional Operations Branch is the front-line service delivery branch within Parks Division of the Ministry of Forestry and Parks. Regional Operations is responsible for enabling outdoor nature-based recreation across over 260 high-value sites, facilitating approximately 12 million visitors annually, and consisting of a peak summer operating season team of over 700 permanent and seasonal staff. The Branch is responsible for the delivery of a broad range of front-line public services ranging from safe water plant operation to engaging interpretation stage shows.

Park Rangers ensure the safe and enjoyable use of parks by visitors. They are committed to educating the public on Alberta Parks rules and regulations to ensure the protection of Parks sites for present and future generations. Leading by example, they aim to inspire a deeper connection to nature and promote healthier living through outdoor nature-based experiences.

The Park Ranger Team Leads falls under the following organization:

- MINISTRY: FORESTRY AND PARKS**
- DIVISION: PARKS**
- BRANCH: REGIONAL OPERATIONS**
- WORK UNIT: GEOGRAPHIC REGION**

JOB OVERVIEW

Reporting to the Area Manager, this position is responsible for the planning, delivery and evaluation of Park Ranger operations within Parks sites in a geographic area or district (based upon regional requirements). The position leads a team of permanent and seasonal park ranger staff in operational delivery of the Park Ranger area or district program.

This program includes visitor management activities, public safety, outdoor recreation services, natural and cultural resource management, identifying human wildlife co-existence concerns, and various administration functions. The role works to support safe and sustainable outdoor recreational experiences, while working to protect natural and cultural resource integrity. Applying sound recreation management practices, community relationships, and key partnerships, this position resolves multi-faceted visitor conflicts through proactive prevention, education, and compliance monitoring.

The position is responsible for providing input and support for the other Regional Operations programs (Visitor Experience, Municipal Services and Maintenance) and supports the Regional Recreation and Resource management team. Efficient management of allocated staff and financial resources is a primary responsibility of this position, which includes project and contract management, and volunteer and partner collaboration. Travel by foot, bike, motor vehicle, or off-highway vehicle to rove campgrounds, day use areas, trails and backcountry areas will be required to meet and communicate with a wide range of park users. Due to the geographical area of our parks, traveling long distance and in remote setting are a requirement.

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A strong understanding of occupational health and safety related legislation, initiatives, and procedures equips the Park Ranger Team Lead to build safe operational environments and lead emergency response protocols for public and workers.

Parks sites are healthiest and most resilient with the support of the communities that use and care for them. This position will initiate and maintain constructive relationships with permit holders, facility operators, volunteers, and a broad range of other stakeholders. They will work collaboratively with other area staff to ensure effective and efficient operations within their designated areas.

The Park Ranger Team Lead is part of the area level leadership team, reporting directly to the Area Manager and accountability for cooperating on program objectives with other team leads.

ACCOUNTABILITIES

1. **Supervision & Leadership:** Leads the development, coordination and implementation of the Park Ranger program for the entire district/area. Provides direct supervision of staff including the development and implementation of work plans for seasonal and permanent Park Rangers. Supervises volunteers who have entered a volunteer agreement with Alberta Parks.
 - Oversees the entire Park Ranger program in the area or district and provides input into annual visitor management and compliance plans.
 - Ensures local Park Ranger program is consistent with provincial standards, policies and program objectives.
 - Develops, and implements any area or district level Park Ranger strategies or plans in conjunction with the Area Manager.
 - Supervises seasonal and permanent Park Ranger staff (as well as other area staff as required) including performance management, work planning, coaching, and training.
 - Assists with recruitment and training of seasonal Park Rangers at a provincial level
 - Leads training of Park Ranger staff at the district/area level, and contributes to training efforts for seasonal staff for other programs at the district/area level.
 - Develops & delivers training programs and plans for seasonal staff at the district level
 - Leads the identification of projects which would benefit from volunteer involvement. Recruits and supervises/leads volunteers (individuals and groups) to compliment park operations. Liaises with internal and external partners and stakeholder groups.
 - Supervises and support any volunteers or partnership projects to compliment park operations.
2. **Compliance and Education:** Ensures that Park Ranger area or district team implements an effective compliance and education program, encouraging park visitors to understand and comply with Parks legislation and rules.
 - Lead a team in appropriate strategies to conduct compliance through observation, education, and outreach where applicable.
 - Ensures that Park Ranger team is equipped to provide current information to park users about visitor safety, events, programs, and appropriate activities through both personal contact and non-personal media.
 - Respond to complex and multi-faceted inquiries pertaining to the *Provincial Parks Act*. Assist Park Ranger team by providing leadership and key messages to equip staff to appropriately answer questions about the *Provincial Parks Act*.
 - Resolve visitor issues and complaints or challenging situations while mentoring seasonal and permanent Park Rangers.

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- Where required conduct roves and deliver key messages and education to public, including print and digital material. Foster responsible conduct and remind visitors of appropriate behavior through compliance and education.
- Where required and in particular when issues have been elevated, respond to on-site public complaints regarding safety and operational issues
- Support staff in training and understanding enforcement referral processes. Refer serious violations and non-compliance matters which cannot be resolved during a compliance rove to appropriate enforcement agencies.
- Regularly liaise with enforcement agency representatives and ensure effective program level integration at the area or district level.
- Maintain accurate notes and records of observations of non-compliance matters to assist enforcement agencies
- Provide training to Park Rangers on appropriate note taking, and data collection for potential enforcement situations.
- Provides educational or site-specific orientations to staff, stakeholders, visitors, or public that compliment or supplement existing interpretive programing as required by the Visitor Engagement stream.

3. Park and Resource Management: Lead a team which assists with visitor management, help mitigate conflicts between users and conservation objectives, and resolve outstanding concerns from users.

- Ensures that natural resources in the district or area are adequately protected and preserved and that visitor uses are managed as per appropriate management plans, strategies and policies.
- Supports human wildlife co-existence projects and initiatives in coordination with other Parks staff, departments, divisions or agencies.
- Supports the development and leads the implementation of a district nuisance animal program (e.g. beavers, skunks, snakes).
- Participates in region, area, district and park specific planning processes including providing specialized knowledge for site specific issues, projects and initiatives.
- Supports the Area Manager in fostering and maintaining relationships with a variety of stakeholders including outdoor recreation groups and organizations, non-profit partners, volunteers, municipalities and the public, indigenous community, local communities, and other staff and contractors.
- Ensures that Park Ranger team maintains overall situational awareness on the landscape and ensures the completion of required operational needs.
- Proactively manages immediate recreation management pressures (e.g. traffic control) within scope of Delegation of Authority under the *Provincial Parks Act* as well as develops recommendations for sustainable solutions to said pressures
- Appointed as a Park Administrative Officer, assists with disposition and permission inspections upon request and executes extend of powers in accordance with policies and procedures
- In the absence of Maintenance Supervisor, responds to trouble shooting call-outs relating to water supply or other park facility issues. Assists with monitoring park facilities during winter months and/or during periods of staff absences.
- Identifies wayfinding, regulatory, and park boundary signage requirements and collaborate with other program leads to ensure installation/replacement, as per Division standards.
- Supervises and monitors activities approved through permits and ensure permit conditions and legislation is adhered to. (e.g. commercial filming) Takes action to rectify any deficiencies or concerns.

4. Park Visitor Safety: Ensures the safety of park visitors, residents and staff.

- Prepares (or assists with) implementing, communicating, monitoring, and managing warnings and closures.

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- Initiate emergency response plan activities when required
- Leads the emergency response program at the district level including the development, review, and updating Emergency Response Plans (ERP) and Facility Emergency Response Plans (FERP) with full collaboration and coordination with appropriate staff.
- Ensures that all district or area staff are trained and understand their roles in the ERP and FERP
- Ensures that emergency response equipment is maintained and at a state of readiness appropriate for existing conditions and levels of risk.
- Manages personal communication devices for program staff (e.g. radios, satellite communication devices, etc.)
- Works with the Area Manager to develop and maintain relationships and liaise with other emergency management agencies or departments within the District/Area (i.e. municipalities).
- Liaises with Public Health agencies and coordinates Public Health advisories.
- May be assigned a lead or supporting role during incidents or disaster emergency response.
- Where specialized Parks visitor safety programs exist provide support to those programs relative to training and abilities (e.g. Kananaskis Mountain Rescue Program, Cypress Hills Wildfire Crew, Hidden Valley Ski Patrol).
- Identify situations which may be hazardous to visitors within Parks (particularly facilities and infrastructure), and through collaboration with dedicated staff, area or district develop and implement plans to mitigate or minimize these hazards.

5. Administration and Occupational Health and Safety

- Works within assigned budgets; plans, controls and tracks program expenditures; and identifies budget constraints to Area Manager.
- Assists with the development of annual operating plans, manpower plans, budgets, etc.
- Where contracts or partnerships are in place, works with Area Manager to ensure effective contract administration as per policy.
- Supports the monitoring of any facility operating agreement (FOA) contracts and operating leases.
- Collects, compiles, and submits reporting metrics (e.g. daily shift reports).
- Prepares program summaries for review by Area Manager as requested.
- Reviews and prepares responses to action requests and other information inquiries.
- Manages and monitors assigned vehicles and equipment, including required maintenance and repair and makes recommendations on vehicle requirements for seasonal staff.
- May be required to act for Area Manager during their absence.
- Participates in various regional or provincial committees as required.
- Primary liaison with the Special Events and Permitting Officer to provide site specific information on special event referrals.
- Ensures all work activities for program staff and contractors are conducted within OHS. regulations, policies and procedures.
- Submit daily shift reports at the end of each shift. Assist and mentor Park Ranger staff in correct submission of shift reports.
- coordinate collection and transportation of revenue with Visitor Services stream staff
- Conduct all work within OH&S regulations, policies, and procedures and ensure Park Ranger team is knowledgeable on OHS processes and adheres to all relevant policies.
- Complete reporting (hazard assessments, incident reporting, near miss, etc.) when necessary
- Complete all required OHS inspections.
- Support Park Ranger staff with OHS questions, completing inspections and submission of required incident reporting.

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JOB REQUIREMENTS

Required Education and Experience: A natural science degree or an applied degree in resource management. (Natural Resources, Natural Science, Recreation Management, Tourism Development or other related programs.), and a minimum of 4 years of directly related experience, or an acceptable combination of education and experience.

Equivalencies will be considered such as a related diploma plus added years of experience

Additional Requirements:

- Standard First aid with CPR C and AED
- Class 5 Driver's License

Knowledge:

- Requires extensive knowledge of the *Provincial Parks Acts* and Regulations
- Knowledge of other Provincial legislation (e.g. Environmental Protection and Enhancement Act, Fisheries Act and regulations, Wildlife Act and regulations, Historic Resources Act and regulations, Financial Administration Act, Weed Control Act, Traffic Safety Act, Occupational Health and Safety Act and regulations, FOIP)
- Must have a good knowledge of park management processes, plans, and policy
- Experience with conflict management and resolution
- Knowledge in the use of specialized devices and computer software, e.g. GPS, Microsoft office programs
- Familiar with Incident Command Systems (ICS)
- Knowledge of Alberta flora and fauna
- Knowledge and experience working with indigenous groups

Skills:

- Effective organizational, leadership, time and task management skills.
- Effective verbal, written communications and public presentation skills
- Experience in front facing customer service
- Effective interpersonal and conflict resolution skills
- Outdoor recreation competency (navigation skills, backcountry travel, working alone)
- Strategic, project, and financial planning and management skills

Abilities:

- Ability to work in outdoor remote locations
- Ability to work independently or cooperatively and collaborate in team settings.
- Ability to set and meet timelines and to manage time, projects and workloads effectively.
- Ability to apply technical knowledge to provide creative approaches to resolution to issues.

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BEHAVIOURAL COMPETENCIES

1) Build Collaborative Environments (Level C)

- a. Collaborates across functional areas and proactively addresses conflict.
- b. Encourages broad thinking on project, and working together to eliminate barriers to progress.
- c. Facilitates communication & collaboration.
- d. Anticipates and reduces conflict at outset.

Job applications:

- Working with various program streams to resolve issues and conflict in campground/park operations
- Considers all staff teams in problem solving
- Initiating and coordinating meetings among staff departments to communicate and resolve issues
- Works with a large variety of stakeholders to identify and achieve appropriate outcomes.

2) Agility (Level C)

- a. Identifies alternative approaches and support others to do the same.
- b. Proactively explains impact of changes.
- c. Anticipates and mitigates emotions of others.
- d. Anticipates obstacles and stays focused on goals.
- e. Makes decisions without certainty and creates a backup plan.

Job applications:

- Able to lead a team through emotionally difficult and high-stress situations.
- Appropriately engages all the right agencies and individuals in emergency situations
- Plans to address program gaps on an ongoing basis and addresses them.

3) Creative Problem Solving (Level D)

- a. Uses wide range of techniques to break down problems.
- b. Allows others to think creatively and voice ideas.
- c. Brings the right people together to solve issues.
- d. Identifies new solutions for the organization.

Job applications:

- Utilizes all resources available to problem solve quickly and effectively
- Seeks input from entire team on decision making processes, and contributes effectively to provincial program development
- Leverages input and contributions of other staff/team leads when problem solving

4) Develop Networks (Level D)

- a. Takes holistic long-term view of challenges and opportunities.
- b. Anticipates outcomes and potential impacts, seeks stakeholder perspectives.
- c. Works towards actions and plans aligned with APS values.
- d. Works with others to identify areas for collaboration.

Job applications:

- Fosters and actively builds key relationships with staff and key stakeholders such as permit holders, lease holders, facility operators, etc.
- Develops appropriate communication channels and structures to ensure effective cooperation.
- Develops and maintains productive and effective relationships with staff, park visitors, partner organizations, and Indigenous communities.

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5) Systems thinking (Level D)

- a. Takes holistic long-term view of challenges and opportunities.
- b. Anticipates outcomes and potential impacts, seeks stakeholder perspectives.
- c. Works towards actions and plans aligned with APS values.
- d. Works with others to identify areas for collaboration.

Job applications:

Understands organizational structure, business plans and priorities and is able to translate those priorities to local program plans and delivery.

Provides and mentors staff on the “why” of program delivery objectives.

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