

TITLE: SEASONAL DISTRICT ADMIN SUPPORT (WAGE)

CLASSIFICATION: ADMINISTRATIVE SUPPORT 3 (AS3)

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 primary focus of the Visitor Services teams is the delivery of safe, high quality, efficient, and responsive services to park visitors intended to enhance the safety and quality of their experiences, deepen their understanding of Alberta’s natural & cultural heritage, and foster stewardship for Alberta’s parks and protected areas.

The District Admin Support’s main responsibility is reconciling revenue and providing support to the Visitor Services Supervisor by completing higher level administrative tasks. The position assists with Park facility operations and the provision of 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 of this role is to accurately and efficiently reconcile revenues and provide exceptional front-line customer service through multiple touch points (in person, phone, and email) to assist visitors, deliver information, issues resolution and delivery on the SHOP Alberta Parks service for campgrounds.

Depending on operational complexity of the work unit, the District Admin Support supports the delivery of one or more following services: the campground booth operations and reservation/registration services, visitor centre operations, revenue reconciliation, information services and retail services and concession services.

The District Admin Support falls under the following organization:

- MINISTRY: FORESTRY AND PARKS**
- DIVISION: PARKS**
- BRANCH: REGIONAL OPERATIONS**
- WORK UNIT: GRANDE PRAIRIE DISTRICT**

JOB OVERVIEW

The District Admin Support position reports to the Visitor Services Supervisor (VSS) and is responsible for revenue reconciliation, self registration recording and entry, and front-line campground booth/store support. This position assists the team responsible for running daily operations of the park facilities such as registration booths, camp stores, concessions, visitor information centres and gift stores as needed. Possible duties when assisting with Parks facility operations include, but are not limited to, opening and closing procedures, campground registration, financial reconciliation, recording reservations, performing campground occupancy checks, and reception duties.

As District Admin Support, this position is responsible for ensuring the accuracy of daily cash-out reports, self registration recording and entry, plus reconciliation and financial reporting of collected fees and payments. The District Admin Support is responsible for ensuring the proper collection, recording and reconciliation of all revenues including, but not limited to, camping, retail sales, and rental fees. This position may require purchasing and stocking of merchandise and product under the guidance of the Visitor Services Supervisor.

Career Group:	Job Class:	Job Stream:	Occ Code:	Revised Date: Aug. 2024
		Bargaining Unit	Job Code:	

District Admin Supports have strong communication and time management skills, attention to detail, and work well under pressure. They must also possess exceptional problem-solving abilities to effectively navigate and resolve revenue reconciliation challenges.

This position's primary purpose is to complete revenue reconciliation processes efficiently and accurately, support the delivery of front-line customer service as needed, and assist the Visitor Services Supervisor.

ACCOUNTABILITIES

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 facilities 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 solid understanding and ability to use all functions of the AspiraOne system in order to register campers, process changes such campsites and/or check-out dates, cancel reservations, complete check-outs, record reservations and processes payments or refunds using the system.
- 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.
- Offer AspiraOne and StoreManger troubleshooting, support and training.
- After troubleshooting, identifies and reports any issues or concerns with the reservation system, tills, POS, equipment, supplies, etc. to supervisor.
- Participate in business operations, including compliance roves, group unit counts, camping fee collection, coin collection, and daily facility cleaning. Responsibilities of duties may vary depending on unit location.
- May be required to assist with collecting of self registration and inputting self registration envelopes into AspiraOne and reconciliation forms.
- May conduct retail sales of product which includes but not limited to firewood, bagged ice, food or concession items, and ice cream.

Career Group:

Job Class:

Job Stream:
Bargaining Unit

Occ Code:
Job Code:

Revised Date: Aug. 2024

- Where applicable, maintain the retail area(s) through inventory management and control, restocking, re-ordering, visual merchandising, general tidying and the adherence to the cleaning schedules; informing supervisor of any items that are low in stock.
- Where applicable, assist in the research of new retail product.
- May include others related duties as assigned per supervisor.

Visitor Engagement - Program & Special Event Support

- Represent Alberta Parks in a professional manner, wearing uniform in accordance with 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 with the supervisor.

Administrative Duties

- Review and reconcile camping and retail sales revenue workbook and ensure submission by deadline.
- Organize and review IO timesheets prior to submission date, following up with IOs on any edits that need to occur.
- Where applicable responsible for ensuring that necessary information is provided to visitors before or during their stay using different forms of communication (email, phone, etc.).
- Where applicable, place orders for booth stationary supplies and retail inventory to ensure the proper materials are available.
- Responsible for the recording of statistics for public visitation, demographics, trends, and comments/complaints when required and contribute/create year end or seasonal reports.
- Responsible for lost and found records; ensuring items are tagged and organized in an efficient manner.

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
- At least 1 year of supervisory or leadership experience
- Customer Service experience
- Strong computer skills and proficiency in Microsoft Office (Excel, Word, Outlook, and Publisher)
- Experience in retail and/or cash-handling or administration
- Experience with SHOP Alberta Parks and Campground operations
- Knowledge of Alberta Parks and direct experience with SHOP.Alberta.Parks.ca

Additional Requirements:

- Valid Class 5 Driver's License

Career Group:	Job Class:	Job Stream:	Occ Code:	Revised Date: Aug. 2024
		Bargaining Unit	Job Code:	

- Valid Driver's Abstract
- Valid First Aid / CPR-C certificate
- Valid Criminal Record Check
- Valid WHIMIS 2015 Certificate

Assets to the role include the following

- English language proficiency
- Good working knowledge of Provincial Parks and Recreation Areas in the Grande Prairie and Peace River Area
- Knowledge of the Provincial Parks Act and corresponding regulations as required
- Ability to work both independently and in a team
- Independent problem solving and adaptability
- Knowledge of policies, procedures and processing as they relate to finance and records management
- Well-developed interpersonal and communication skills
- A passion for engaging customers and providing professional, informative, and diplomatic service to a variety of people
- Outgoing, friendly personality that enjoys working with public in a team atmosphere
- Knowledge of local tourism, amenities, local flora and fauna
- Available to work evenings, weekends and holidays

BEHAVIOURAL COMPETENCIES

- **BUILD COLLABORATIVE ENVIRONMENTS** by leading and contributing to the conditions and environments that allow people to work collaboratively and productively to achieve outcomes, promoting collaboration and commitment, encourage broad thinking on projects, work together to eliminate barriers to progress, and facilitate open and respectful dialogue.
- **CREATIVE PROBLEM SOLVING** by using a wide range of communication techniques to promptly and professionally address issues, breaking 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.
- **AGILITY** by anticipating, accessing, and quickly adapting to changing priorities and maintain resilience in time of uncertainty and effectively work in a changing environment, thinking creatively while working in a changing work environment, remaining optimistic, calm and composed in stressful situations to effectively meet diverse visitor needs.
- **DRIVE FOR RESULTS** by knowing what outcomes are important and maximizing resources to achieve results that are aligned with the goals of the organization and maintain 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.
- **DEVELOP SELF AND OTHERS** by committing to lifelong learning and the desire to invest in the development of the long-term capability of yourself and others.