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Ministry

Environment and Parks

**Describe: Basic Job Details**

**Position**

Position Number

Working Title (30 characters)

Lead Information Officer

Current Class

Administrative Support 3

Requested Class

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Business Unit

Dept ID

Program Code

**Employee**

Employee Name (or Vacant)

**Organizational Structure**

Division, Branch/Unit

Parks Operations Division, Central Region

Current organizational chart attached?

Supervisor's Position Number

Supervisor's Working Title (30 characters)

Supervisor's Current Class

**Design: Identify Job Duties and Value**

**Job Purpose and Organizational Context**

Why the job exists:

This position oversees the staff and day-to-day operations for campground registration, queries and comments related to travel in, and recreational use of Provincial Parks, Recreation Areas, Wildland Parks, Natural Areas and surrounding area. This Visitor Services position's primary purpose is to create a positive and productive environment for up to five information officers (IOs). This position is a front-line customer service role that focuses on higher level administrative and leadership tasks, such as scheduling, staff training, inventory management, cash reconciliation and reporting.

**Responsibilities**

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

**Supervision & Leadership**

- Ensure IOs receive appropriate training for booth operations, reservation system, and GOA processes
- Provide ongoing support to IOs through regular check-ins on progress, one-on-one training, and seasonal performance reviews
- Coordinate day-to-day tasks of the team and ensure daily procedures are followed
- Act as a key contact between program areas in the park by meeting regularly with other program leads
- Manage deadlines and deliverables by working with Visitor Services Supervisor (VSS) and IOs
- Assist VSS with developing shift schedules and managing IOs' days off

- Review staff timesheets for accuracy before submitting to VSS.
- Empower IOs to be independent in their roles by setting clear expectations and processes for decision-making
- Create and foster an inclusive, positive work environment for all staff and visitors

### Administrative Duties

- Ensure booth/store hours of operation are communicated to visitors and the booth/store is open during scheduled hours (including evenings & weekends)
- Manage a POS system, and till float to ensure that staff are able to provide appropriate change to visitors at all times
- Review and reconcile camping and retail sales revenue for all week before submission deadlines
- Place orders for booth and store inventory (where applicable) to ensure the proper supplies are available prior to busy campground times
- Manage invoices and track expenditures
- Record and organize statistics for public visitation, demographics, and comments/complaints when required and contribute to year end reports
- Liaise with local visitor information centres and community groups to ensure availability of promotional and tourism materials like brochures and pamphlets
- Review IOs' promotional materials and information posters before submitting to VSS for approval

### Information Officer Duties

- Lead must perform the same duties as Information Officer when scheduled at the welcome desk(s); Tasks include customer service, retail, information services, emergency response and reservation system

### Problem Solving

Typical problems solved:

- maintenance or compliance issues with a campsite or facility
- Information Officer scheduling
- Team member conflicts

Types of guidance available for problem solving:

Lead Information Officer Guidebook - information on how to complete tasks as a lead  
 Information Officer Handbook - details on how to conduct oneself in this role  
 Procedure Binder - how to complete tasks  
 Internet and local area manual - info on parks and surrounding tourism attractions  
 Co-workers - answers for public questions  
 Other Leads - guidance from other parks or other departments  
 Visitor Services Supervisor - answers to questions  
 Start of season training

Direct or indirect impacts of decisions:

- Staff conflicts can be addressed in a timely constructive manner
- public leave the park with a positive or negative impression of the park
- solutions can be reached in a quick or lengthy amount of time.

### Key Relationships

Major stakeholders and purpose of interactions:

**Information Officer(s)** - Directly supervises this position by working alongside, supporting through mentorship and training.  
**Visitor Services Supervisor** - Directly reports to this position. Works together to makes sure staff and visitors are safe and supported.

**Visitor Experience Team Lead** - Directly supervises Visitor Services Supervisor  
**General Public** - The greatest numbers of contacts are those made with the general public to dispense information in-person or via telephone, e-mail and fax and to provide sales services.  
**Area Administrative Coordinator and Clerk** - assists with administrative duties including documenting revenue.  
**Park Maintenance, Building Caretakers, Park Rangers, Interpretive Team, and Conservation Officers** - to both dispense and collect outdoor recreational, administrative and operational information.  
**Volunteers Campground Hosts** - co-supervises and coordinates with volunteers regarding campground compliance and information sharing.

**Required Education, Experience and Technical Competencies**

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

If other, specify:

One year of experience in a related field

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

Supervisory experience

**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 type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> <li>Identifies alternative approaches and supports others to do the same</li> <li>Proactively explains impact of changes</li> <li>Anticipates and mitigates emotions of others</li> <li>Anticipates obstacles and stays focused on goals</li> <li>Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	<p>Anticipate and quickly adapt to changing priorities and situations to effectively meet diverse visitor needs.</p> <p>The ability to handle and motivate staff in intense and demanding environments.</p>
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>Asks questions to understand a problem</li> <li>Looks for new ways to improve results and activities</li> <li>Explores different work methods and what made projects successful; shares learning</li> <li>Collects breadth of data</li> </ul>	<p>Visitor challenges arise and must be assessed and appropriate actions implemented to achieve a solution.</p> <p>Independent problem solving and adaptability.</p>

		and perspectives to make choices	
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	Provide outstanding customer service while completing operational tasks.  Desire to be proactive, reliable, and demonstrate a strong work ethic.  Effective time management and the ability to manage multiple deadlines
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	By promoting collaboration and commitment, encourage broad thinking on projects, work together to eliminate barriers to progress, and facilitate open and respectful dialogue. Role model and lead a team.  Ability to work both independently and as part of a team.
Systems Thinking	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Observes and understands larger impact of role: <ul style="list-style-type: none"> <li>• Sees impact of work on organization; anticipates change in own area based on activities in other areas</li> <li>• Considers how own work impacts others and vice versa</li> <li>• Ask questions to understand broader goals</li> <li>• Aware of how organization adds value for clients and stakeholders</li> </ul>	Understand how the position contributes to achieving broader Alberta Forestry & Parks and GOA goals.

## Benchmarks

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

013AS 02- Administrative Support 3

