

TITLE: PARK RANGER SUPERVISOR
CLASSIFICATION: NR6
ORGANIZATIONAL CONTEXT

Regional Operations Branch is the front-line service delivery branch within Parks Division of the department of Forestry, Parks and Tourism. 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 Supervisor falls under the following organization:

MINISTRY: FORESTRY AND PARKS

DIVISION: PARKS

BRANCH: REGIONAL OPERATIONS

WORK UNIT: GEOGRAPHIC REGION

JOB OVERVIEW

Reporting to the Park Ranger Team Lead, the Park Ranger Supervisor is responsible for the operational delivery of Park Ranger operations within Parks sites in assigned working area. The position supervises a small team of seasonal park ranger staff to complete operational delivery and contributes by supporting the Team Lead in program development.

The Park Ranger 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. By supervising seasonal Park Rangers, this position 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.

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.

This position works to understand and implement direction provided by the Team Lead and to ensure effective supervision and implementation of programs. The position is also responsible to provide field level input and raise issues to the Park Ranger Team Lead from the park ranger staff.

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A strong understanding of occupational health and safety related legislation, initiatives, and procedures equips the Park Ranger Supervisor 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.

ACCOUNTABILITIES

1. **Supervision:** Provide direct supervision of Park Rangers and volunteers who have entered a volunteer agreement with Alberta Parks.
 - Implements any area or district level Park Ranger strategies or plans in conjunction with the Team Lead.
 - Supervise seasonal Park Ranger staff including performance management, work planning, and evaluation
 - Assist with recruitment and training of seasonal Park Rangers at a provincial level, and support the Team lead in recruitment at the local level
 - Develops & delivers training programs and plans for seasonal park Ranger staff
 - Supervises and supports any volunteers or partnership projects to complement park operations.
2. **Compliance and Education:** Ensures the implementation of an effective compliance and education program, encouraging park visitors to understand and comply with Parks legislation and rules.
 - Model appropriate strategies to conduct compliance through observation, education, and outreach where applicable.
 - Provide current information to park users about visitor safety, events, programs, and appropriate activities through both personal contact and non-personal media.
 - Respond to inquiries (and support staff responding to inquiries) about the *Provincial Parks Act*.
 - Resolve visitor issues and complaints or challenging situations while mentoring seasonal and permanent Park Rangers.
 - 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.
 - 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.
 - Maintain accurate notes and records of observations of non-compliance matters to assist enforcement agencies
 - 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:** Deliver visitor management objectives, help mitigate conflicts between users and conservation objectives, and resolve outstanding concerns from users.
 - Ensure 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.

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- Support human wildlife co-existence projects and initiatives in coordination with other Parks staff, departments, divisions or agencies.
- Support the implementation of a district nuisance animal program (e.g. beavers, skunks, snakes).
- Monitor visitor usage trends throughout assigned parks including formal monitoring programs as appropriate.
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- Seek, identify, and implement strategies for front line Park Ranger capacity pressures.
- Participate in roves of backcountry and front country areas to maintain situational awareness and report on the use and status of sites.
- Implement responses to basic site operation issues.
- Deal directly with emergent operational requirements
- Identify and resolve visitor issues and challenging situations.
- Collect, monitor, and submit recreational water samples as per Alberta Health Services direction.
- Advise public of any public health concerns as per Alberta Health Services Direction (Post signage – blue green algae, swimmers itch, etc.)
- Collaborate with other program leads to facilitate complete sign packages development and installation (traffic, visitor information, park boundary, etc.)
- Assist with trail work and general maintenance as required, including clearing brush and deadfall
- Perform minor maintenance duties, light manual labour and special projects to assist program area staff when requested
- 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.

- Assists with implementing, communicating, monitoring, and managing warnings and closures.
- Develops park specific Emergency Response Plans (ERP) and Facility Emergency Response Plans (FERP)
- Train other parks staff on their role as it pertains to the ERP
- Initiate emergency response activities plan when required
- Support external and internal agencies in response to public safety matters as required on park sites.
- Coordinate and implement public safety programs including identifying, inspecting, and mitigating concerns (E.g., Kids Don't Float, swim lines/buoys)
- 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 bring forward these situations to Team Lead for resolution.

5. Administration and Occupational Health and Safety

- Submit and track completion of Park Ranger's daily shift reports and recommend solutions to site-specific non-compliance trends. Prepare program reports as requested by Team Lead
- complete timesheets, maintain assigned equipment and adhere to other administrative processes
- Process seasonal staff time reporting
- 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 related two-year diploma (i.e., Natural Resources, Natural or Environmental Sciences, Recreation Management, Conservation) and three-year related experience (i.e., park, natural resources, wildlife, outdoor recreation)

Equivalencies: one year experience for one year education, or one year education for one year experience considered.

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
- Must have a good knowledge of park management processes
- Experience with conflict management and resolution
- Knowledge in the use of specialized computer software, e.g. Microsoft office programs
- Familiar with Incident Command Systems (ICS)
- Knowledge of Alberta flora and fauna

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)

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
- Works with staff across operational streams to develop effective operational plans
- 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 staff 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 B)

- a. Focuses on continuous improvement and increasing breadth of insight
- b. Asks questions to understand a problem
- c. Looks for new ways to improve results and activities
- d. Explores different work methods and what made projects successful; shares learning
- e. Collects breadth of data and perspectives to make choices

Job applications:

- Resolving issues in a creative and productive manner through incorporating different perspectives
- Solving problems quickly with short notice and potentially with limited resources.
- Works with other staff to gain perspectives and ideas for a group-driven solution.

4) Develop Networks (Level B)

- a. Works on maintaining close relations with all stakeholders
- b. Identifies key stakeholder relationships
- c. Has contact with range of interested parties
- d. Actively incorporates needs of a broader group
- e. Influences others through communication techniques

Job applications:

- Builds key relationships with staff and key stakeholders such as permit holders, lease holders, facility operators, etc.
- Effectively communicates with all appropriate staff and stakeholders on relevant issues.
- Develops and maintains productive and effective relationships with staff, park visitors, partner organizations, and Indigenous communities.

5) Systems thinking (Level B)

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- a. Considers interrelationships and emerging trends to attain goals
- b. Seeks Insight on implications of different options
- c. Analyzes long-term outcomes, focus on goals and values
- d. Identifies unintended consequences

Job applications:

Is able to take park level management plans and ensure program and park management objectives are implemented in field operations

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

Signed by:

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