

Working Title Information Officer Supervisor - Seasonal		Name	
Position Number	Reports to Position No., Class & Level Visitor Services Supervisor	Division, Branch/Unit Alberta Parks, Cypress Hills Region, Cypress Hills Provincial Park (CHPP)	Ministry Forestry and Parks
Wage			
Present Class Administrative Support 4		Requested Class	
Dept ID 1114	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Position Type: Summer Seasonal
Reports To: Visitor Services Supervisor

The **Information Officer Supervisor** plays a vital role in the operations of the Visitor Centre and Campgrounds at Cypress Hills Provincial Park. As the first point of contact for park visitors and staff, this position is responsible for ensuring a seamless visitor experience through exceptional customer service and efficient daily operations.

Key Responsibilities:

- Oversee the daily operations of Information Services, including:
 - Open and close the Visitor Centre.
 - Act as the first point of contact for visitors and staff.
 - Handle phone and email inquiries.
 - Provide accurate and timely information to park visitors.
 - Operate the gift shop, including retail and online sales programs.
 - Secure the facility at night.
- Serve as the "face" of Alberta Parks, acting as a key liaison to:
 - Gather and share public stories, feedback, complaints, and testimonials.
 - Communicate staff experiences, such as trail conditions, public safety updates, and visitor experiences.
 - Utilize various media platforms, including social media and the Alberta Parks website, to disseminate information.
- Contribute to the **development and evaluation** of:
 - Special events designed to enhance the visitor experience.
 - Promotional and informational materials, such as brochures, maps, and website content.

This position is critical to creating a welcoming and informative environment for park visitors while supporting Alberta Parks' goals for public engagement and operational excellence.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Customer Service and Information Services

- Act as a park and district specialist, providing accurate information on park facilities, features, activities, and regulations.
- Serve as an information resource for local and provincial recreational opportunities.
- Greet visitors in a professional and friendly manner, offering assistance to enhance their park experience.
- Respond to customer inquiries, complaints, and feedback via phone, email, and in-person interactions.
- Provide directions and ensure visitors understand park policies, safety measures, and trail conditions.
- Monitor park radio communications, adhering to privacy and confidentiality protocols.
- Manage and report customer service challenges, successes, and staff concerns to the Visitor Services Supervisor.
- Ensure high standards of customer service.
- Ability to take, prioritize, and complete customer orders in a timely, professional manner.
- Interact with all other staff, and members of the public in a respectful and professional manner.
- Assist in promoting public safety by delivering relevant and timely safety information to both visitors and staff members.

2. Shop Alberta Parks Operations

- Operate and maintain a solid understanding of the Shop.AlbertaParks.ca system to manage camper registrations, process reservations, and handle payments.
- Ensure accurate cash handling, balancing floats, and completing daily reconciliations.
- Provide technical support for reservation systems, tills, printers, and connectivity issues.
- Address campground compliance issues and visitor complaints in a professional manner.
- Knowledgeable with campgrounds, sites, regulations, prices, and additional fees.

3. Revenue Collection and Reconciliation

- Assist in the collection, reconciliation, and management of revenue.
- Balance cash-outs, prepare bank deposits, and complete revenue forms accurately.
- Collect and process campground self-registration envelopes as needed.

4. Occupational Health and Safety (OH&S) Compliance

- Familiarize and comply with OH&S policies, procedures, and manuals.
- Train seasonal staff on OH&S practices, ensuring adherence to safety standards.
- Maintain proper chemical storage and handling practices (WHMIS certification preferred).

5. Supervision and Training of Seasonal Staff

- Train and supervise seasonal information officers in customer service, campground operations, reservation and POS systems, information services, park facilities, features, activities, and history.
- Assist with scheduling and monitor staff performance, providing feedback and evaluations.
- Support the supervision of the campground host program as required.

6. Inventory and Supply Management

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- Manage inventory for gift shop merchandise, office supplies, and other consumables.
- Track and manage inventory levels using the Aspira system to ensure adequate supplies are maintained.

7. Uniform and Key Management

- Oversee the distribution, collection, and storage of seasonal uniforms and keys.
- Maintain uniform and key inventory records.

8. IT and Administrative Tasks

- Ensure proper operation of telephone systems, printers, POS systems, and radio communication.
- Troubleshoot and resolve minor IT and equipment issues, including system upgrades.
- Draft, print, and laminate informational and promotional materials, ensuring brand compliance.
- Respond to emails and inquiries in a timely and professional manner.

9. Janitorial and Maintenance Support

- Perform light janitorial duties, including cleaning surfaces, mopping, and sanitizing public areas.
- Assist with garbage removal, campsite cleanup, and maintenance of high-touch surfaces.
- Perform daily cleaning and maintenance of the legacy room in the Visitor Centre.

10. Other Duties as Assigned

- Assist with various park operations, including cleaning washrooms and fire pits.
- Adhere to working-alone policies when applicable.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision-making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

Cypress Hills Interprovincial Park attracts over **500,000 visitors annually**, offering year-round operations through the Cypress Hills Visitor Centre. As a centennial legacy project, the Visitor Centre reflects Alberta Parks' commitment to promoting **environmentally friendly building practices** while meeting the public's needs.

The **Information Officer Supervisor** plays a crucial role in ensuring the smooth operation of the Visitor Centre and supporting year-round public demand. This position requires substantial **knowledge, training, and a diverse range of skills and abilities**. It also demands exceptional **coordination and communication skills** to ensure that team members are informed and aligned with the duties of the position.

Reporting directly to the **Visitor Services Supervisor**, the role involves following well-established guidelines and procedures while maintaining **situational awareness** of the park's overall operations. Creative and independent decision-making is often required to handle dynamic and complex situations.

The **Information Officer Supervisor** serves as a key liaison, coordinating with Government staff, tourism

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partners, and business partners. In these interactions, the supervisor gathers and shares critical information to enhance the visitor experience, ensuring that the park is promoted alongside the surrounding regional area. The role also involves facilitating cooperation among various partners to collectively promote the park.

This position requires constant communication with all program areas within the park to stay updated on important developments, including trail conditions, wildlife sightings (such as cougars), events, road closures, forestry activities, and fire hazards. The Information Officer Supervisor ensures that this information is shared with visitors, enhancing both their safety and overall experience.

As the first point of contact for many visitors, the Information Officer Supervisor plays an essential role in delivering Alberta Parks' goals and mandates to the public. The supervisor communicates park information, ensuring that visitors have a positive, fulfilling, and safe experience. Given the significant impact this role has on public health and safety, it is crucial for maintaining a high standard of visitor care, fostering meaningful connections, and supporting the overarching objectives of Alberta Parks.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

Customer Service and Communication

- A passion for engaging customers and providing professional, informative, and diplomatic service to a diverse audience.
- Strong interpersonal and communication skills, both verbal and written, with the ability to write, edit, and evaluate materials for public audiences.

Knowledge and Experience

- In-depth knowledge of Cypress Hills Provincial Park and the surrounding area.
- Experience in retail operations, including cash handling, Point of Sales systems, balancing cash outs, bookkeeping, and administrative tasks.
- Familiarity with the Shop.AlbertaParks.ca reservation system.
- Knowledge of local, regional, and provincial tourism opportunities (desirable).

Leadership and Teamwork

- Proven supervisory and leadership experience, including conducting performance evaluations and fostering effective team building.
- Ability to work independently and as part of a team, maintaining a positive and inclusive attitude.

Technical Skills

- Proficiency with computer software, including Excel, PowerPoint, Word, and Publisher.

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- Strong attention to detail with a commitment to process improvement and continuous learning.

Organizational and Problem-Solving Skills

- Well-developed organizational and time management skills, with the ability to prioritize tasks effectively.
- Ability to handle high-pressure and demanding environments while problem-solving in a fast-paced setting.

Physical Requirements

- Ability to stand for extended periods and occasionally lift heavy objects.

Mandatory Certifications and Training

- Recognized current Standard First Aid and CPR Level "C"/AED Certificate.
- Recent Defensive Driving course and possession of a valid Driver's Abstract with fewer than six demerits.
- Access to reliable transportation and possession of a valid Class 5 Driver's License.
- Completion of all required Government of Alberta and/or Environment and Parks online training courses, such as:
 - Cyber Security
 - Code of Conduct and Ethics
 - Freedom of Information and Privacy Act
 - Respect in the Workplace
 - Harassment-Free Workplace
 - Information and Records Management

Additional Requirements

- Successful completion of a Criminal Record Check.
- Willingness to cross-train for other duties as needed.
- General understanding of the Freedom of Information and Privacy Act (desirable).

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

This is a front-line position interacting daily with Cypress Hills visitors and customers. This position also maintains regular communication with all other Cypress Hills department staff, and onsite partners.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

Administrative Support 2, Information Officers (4)

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).


Operations will all be conducted out of the Cypress Hills Visitor Centre for this coming season.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff MUST be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780-408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide [Page 16](#))

Incumbent	_____	_____	_____
	Name	Signature	Date
Manager	_____		_____
	Name	Signature	Date
Division Director/ADM	_____	_____	_____
	Name	Signature	Date