

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Info Officer (Ticket Sales / Admin)		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
Wage	Administration & Ticket Supervisor - AS4	Alberta Parks, Cypress Hills Region, Hidden Valley Ski Resort (HVSR)	Forestry & Parks
Present Class Administrative Support 2		Requested Class	
Dept ID	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](#)).

This Info Officer position reports to the Administration & Ticket Supervisor and is part of a team that is responsible for ensuring the Hidden Valley guests have a positive, effective and efficient interaction and communication with the public and other stakeholders. This position is responsible for the successful delivery of the Sales, Marketing and Social Media Programs consistent with the HVSR Operational Plan across Café, Rentals, Tickets, Administration and Snow School services. The position is responsible for delivery of visitor information services and day ticket and season pass sales as well as effective collaboration with other program areas. Supporting and understanding Revenue Reconciliation for sales across program areas is an integral part of this position. The position has considerable independence within well-established guidelines and procedures and is important in ensuring Hidden Valley continues to be an inclusive, responsive and innovative winter recreational venue for all visitors. Weekend scheduling, vacations and some possible evening shift work may be required.

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. Provide information services and reception for HVSR, Cypress Hills and area.
 - Provide professional and courteous in-person, telephone, and e-mail information on recreational activities, facilities, ski passes, trail conditions. Public safety issues, tourism and travel opportunities and general area information.
 - Efficiently operate a multi-line telephone system, which requires updates of the HVSR voice-mail system.
 - Update current trail and weather reports, site and area event schedules on public information board and site kiosks to provide the public with current information.
 - Sell and maintain inventory of information brochures, trail maps, and posters.
 - Record necessary safety, accident, or wildlife occurrence information.
 - Monitoring and responding to Parks radio frequency.
 - Receive and appropriately handle customer comments and complaints.
 - Maintain position manuals
2. Assist with marketing duties, as directed by the Supervisor
 - Social media feeds
 - Website updates
 - HVSR brochure and map revisions
3. Provide general office administrative support as directed by your Supervisor
 - Keys – sign out procedure
 - Review and respond to e-mail requests and inquiries
 - Record and compile monthly and yearly statistical site usage reports.
 - Maintain the lost and found record binder. Tag and organize found items in an efficient manner.
 - Prepare and maintain internal general information circulation file.
 - Take minutes at staff meetings and schedule in Outlook calendar
 - Maintain office supply inventory
 - Update internal communication sheets (including call out cards for snowmakers)
 - Opening and closing the facility in a timely manner, and alarming building when necessary
 - Other duties as requested
4. Occasional Cash Handling / Sales
 - To reconcile daily transactions
 - To take payments when necessary from groups, schools and other sources of revenue
 - To assist with the recording and reconciliation of tills
 - To assist with sales initiatives and events
5. Occupational Health & Safety

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- Participate and follow OH&S Policies and Procedures
- 6. Occasional supervision of Administration and Ticket sales
 - Co-ordinate and train ticket sales / administration staff
 - Occasional supervision of assigned tasks
 - Ensure high standards of guest service Departmental Responsibilities
 - Ensure correct operating procedures for department are followed
 - Operate equipment / machinery within department
 - Occasionally supervise staff within department
 - Ensure correct departmental policies and procedures are followed
 - Implement public safety procedures and OH&S
 - Ensure accurate time keeping and record management
 - Provide education programming for snow sports to visitors Contribute to the HV work environment and team
 - Contribute to the work environment through regular input to work policy and process
 - Take an active role in departmental development
 - Contribute to other working departments as required and business needs demand
 - Cover lunch breaks and gaps in staffing when required

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](#)).

The position impacts the quality of information/reservation and sales services provided to the clients and visitors to the HVSR, Cypress Hills and the general area. This position is integral to providing administrative support to HVSR department supervisors. The position requires a considerable amount of co-ordination and communication skills to ensure that the other team members are kept informed of and supported by the duties of this position. The position reports directly to the Lead Information Officer. Although this position is performed within well-established guidelines and procedures, it requires considerable overall awareness of the functioning and co-ordination of the site as a whole, and creative, independent decision making is required.

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](#)).

The position requires a strong working knowledge of the recreational opportunities and facilities available to visitors and clients of the HVSR, Cypress Hills and area. Excellent interpersonal and communication skills are required for professionalism in dealing with the public. Strong computer skills are required with proficiency with Microsoft Office software consisting of Word, Excel and Outlook. Good organizational skills and the ability to communicate with and work in a team environment are also requirements for this position. A high school diploma, good working knowledge of sales, reconciliation processes, cash handling, and credit card systems and one-year of related experience are also required.

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 HVSR clients and the administrative office staff. This position also maintains regular communication with all other HVSR department staff, and onsite partners.

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

Administration Assistants (4) - Occasional

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](#)).

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.