

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Canmore Nordic Centre Provincial Park's (CNCPP) Visitor Services Supervisor, this administrative position is part of a team that provides a variety of support services to CNCPP visitors, events organizers/participants and site stakeholders. This position is responsible for providing visitor information services, and processing the sales of Kananaskis Conservation Pass, day tickets, season passes, biathlon booking requests and facility/group bookings. This position assists with administrative support and general office duties. In addition to front-line visitor experience services, this role effectively collaborates with the Visitor Services Supervisor for Marketing and Social Media activities.

Duties are performed with considerable independence within well-established guidelines and procedures. It is a 40-hour-per-week position that includes regular weekend scheduling. Flexibility in schedule is needed to adapt to various operational needs.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Visitor Experience and Customer Service

1. Provide information services and reception for CNCPP, Kananaskis Country and area;
 - Provide professional and courteous in-person, telephone, and e-mail information on recreational activities, facilities, events, ski passes, Kananaskis Conservation Pass, pricing structure, trail conditions, public safety issues, tourism opportunities and general area information;
 - Update current trail and weather reports, site and area event schedules on public information board, social media and site kiosks;
 - Record necessary safety, accident, or wildlife occurrence information and relay information to Kananaskis Emergency Services when needed;
 - Monitor and respond to Alberta Parks radio frequency;
 - Receive and appropriately handle visitor comments and suggestions for improvement.
2. Process CNCPP day ticket and season passes, Kananaskis Conservation Pass and other related products:
 - Provide customers with CNCPP day tickets and season passes;
 - Utilize Point of Sale (POS) system(s) - AEP POS (ASPIRA);
 - Assist with POS management in collaboration with ASPIRA support staff and Service Alberta;
 - Accurately and efficiently process all cash, debit and credit card transactions and reconciliation;
 - Provide users with assistance in purchasing the Kananaskis Conservation Pass.
3. Support with the occasional operation and trail services, including first aid response

General office administrative support, Biathlon administration and Facility/Group Bookings

1. Personally respond to general public, visitor, and organization facility booking requests by telephone, email, and in person.
2. Administration:
 - Inputting booking details into the facility calendar;
 - Updating facility signage for bookings;
 - Assisting with Biathlon Range scheduling and Range Safety Officer Course;
 - Assist with invoicing;
 - Maintain tickets and associated supplies inventory;
 - Prepare and provide forms, sign-in information, and inquiry information to the Recreation Facilities Coordinator and/or the Special Events Coordinator; and
 - Address scheduling conflicts with clients and/or CNCPP staff;
 - Ensure client needs are being met and they are adhering to CNCPP guidelines and regulations;
 - Collect & distribute constructive feedback for continuous improvement from clients and/or staff.

Marketing & Communications

1. Administer Marketing and Social Media activities with support of the Visitor Services Supervisor:

- Support the development, maintenance and implementation of the CNCPP marketing plan that aligns with Provincial and local initiatives;
- Assist with the management and delivery of the Social Media Programs to ensure consistent and appropriate messaging for CNCPP;
- Develop marketing materials to respond to CNCPP visitor requests and site promotions;
- Ensure that marketing materials are kept up-to-date and available in a timely manner for distribution as required / requested (promotional brochures, maps, seasonal event calendar, facility brochures, etc.).
- Monitor and support external partner platform to ensure content is up to date and relevant (Nordic Pulse, AllTrails, Trail Forks, FatMap, Tourism Canmore Kananaskis, etc.)

2. Update electronic information as necessary (weekly/monthly):

- Blue display in front lobby;
- Front sign board (electronic);
- Daylodge TVs;
- Trail Report; and
- Advisories as necessary.

Assistance with Volunteer Program Administration

- Sign in and out of volunteers; and
- Entry of volunteer information, hours reporting, etc.

Problem Solving

Typical problems solved:

1. Performs work while handling a high volume of interruptions to accommodate visitors and stakeholders requests: significant time management and prioritizing skills required.
2. Ensures other team members are kept informed of, and supported by the duties of this position: considerable amount of co-ordination and collaboration skills required.
3. Exceeds visitors' expectations at a very busy location: strong interpersonal and communication skills required

Types of guidance available for problem solving:

Administrative and management support of: Visitor Services Supervisor, CNC Event Coordinator and other front desk staff within the Kananaskis Region and Area Manager.

Direct or indirect impacts of decisions:

Front-line successful development, implementation and delivery of the sales, facilities bookings and marketing activities. Decisions directly influence the level of success and satisfaction from the public, partners and stakeholders, as well as the reputation of the CNCPP and Alberta Parks.

Key Relationships

Major stakeholders and purpose of interactions:

This position has daily contact with visitors, onsite partners (Cornerstone Catering, Trail Sports and WinSport), stakeholders (including national and international sports teams), volunteer agencies, and various other groups that use the CNCPP facilities.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

1. A minimum of one-year of related experience in recreation, sport administration, business, hospitality or equivalent is required with strong customer service experience;

2. Strong working knowledge of the recreational opportunities and facilities available to visitors and clients of the Canmore Nordic Centre, Kananaskis Country, and Canmore area;
3. A good working knowledge of Point of sales, cash handling, and credit card systems;
4. Strong computer skills are required with proficiency with Microsoft Office software (Word, Excel and Outlook), marketing, social media and website updates;
5. Excellent interpersonal and communication skills are required for professionalism in dealing with the public;
6. Excellent organizational and multi-tasking skills;
7. Ability to communicate with and ability to work in a team environment;
8. Knowledge of mapping and GIS is a strong asset;
9. Current valid Standard First Aid/CPR/AED an asset.

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		
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"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	Dealing with public customers and various stakeholders in a complex environment (sometimes with competing interests). Collaboration with internal colleagues is essential for this position.
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works in a changing environment and takes initiative to change: <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	Balances user expectations with resources available and considers competing interests.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to	Is able to respond quickly and confidently to issues

		<p>address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>that may arise associated with sales, facility bookings and visitors requests.</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>Maintains exemplary customer service while working in a busy multi-tasking office environment.</p>

Benchmarks

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

Assign