

TITLE: LEAD PARK RECREATION AND RESOURCE OFFICER
CLASSIFICATION: NR4
ORGANIZATIONAL CONTEXT

Alberta's parks inspire people to discover, value, protect and enjoy the natural world and the benefits it provides for current and future generations. Park Resource Officers play key roles in facilitating safe and positive experiences for park visitors.

As important members in a team of permanent, seasonal and volunteer workers this position helps ensure that site conditions allow campers and day visitors to experience some of the most beautiful landscapes in the province, both in a sustainable and safe way.

Acting as ambassadors for the protection of Alberta's rich natural heritage and for responsible park use and enjoyment, Park Resource Officers support the mandated purposes of parks and provincial recreation areas as described in the Provincial Parks Act.

JOB OVERVIEW

Lead Park Recreation and Resource Officers proactively support positive camping and recreational experiences for visitors by monitoring visitor conduct, fostering a stewardship ethic, encouraging compliance and supporting issue resolution.

This service-focused position also addresses other matters that affect safe park operations including, monitoring site conditions, responding to issues and fostering respectful behavior through information sharing and education.

This position leads a team of Park Recreation and Resource Officers (P.R.R.O) at the site level to manage priorities set by the supervisor, effectively train and coach on OH&S procedures and daily tasks, and ensure the team has the proper resources and knowledge to be successful and safe in their daily duties.

A strong understanding of health and safety related legislation, initiatives, and procedures equips Recreation and Resource Officers to help build safe operational environments and lead initial emergency response protocols for public and workers.

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Parks are healthiest and most resilient with the support of the communities that use and care for them. This position will help initiate and maintain constructive relationships with permit holders, facility operators, volunteers and other stakeholders. They will work collaboratively with other work area staff to ensure effective and efficient operations within their designated park or district.

ACCOUNTABILITIES

- **SUPERVISE A TEAM OF PARK RECREATION AND RESOURCE OFFICERS AT A SITE LEVEL**
 - SUPERVISION OF SEASONAL P.R.R.O STAFF INCLUDING PERFORMANCE MANAGEMENT, WORK PLANNING, AND EVALUATION
 - UPDATE AND MAINTAIN STAFF SCHEDULES, REVIEW TIMESHEETS
 - COMPLETE FIELD REPORTING TO SUPERVISOR AND MANAGER PERIODICALLY
 - ASSIST WITH TRAINING OF NEW SEASONAL STAFF AS REQUIRED
- **PUBLIC ENGAGEMENT/INFORMATION IN THE FIELD**
 - ASSIST MAJOR RECREATIONAL AND VOLUNTEER GROUPS REGARDING ON SITE USE
 - LEAD IMPLEMENTATION AND FOLLOW UP OF RESPONSES TO BASIC SITE OPERATION ISSUES
 - FOSTER RESPONSIBLE CONDUCT AND REMIND VISITORS OF APPROPRIATE CONDUCT AT THE SITE AND/OR PARK THROUGH COMPLIANCE, EDUCATION AND OUTREACH
 - ROVE PARKS AND CAMPGROUNDS TO ENGAGE AND INFORM PARK VISITORS OF KEY MANAGEMENT MESSAGING, CAMPGROUND/DAY USE/BACK-COUNTRY RULES AND EXPECTATIONS AND PUBLIC SAFETY MESSAGING
- **VISITOR MANAGEMENT**
 - REPORT ON USAGE LEVELS AND OPERATIONAL GAPS THAT HELP MANAGE VISITATION
 - ADDRESS/IMPLEMENT FRONT LINE CAPACITY ISSUES AS DIRECTED BY TEAM LEAD
 - GENERATE VISITOR INFORMATION REPORTS FOR MANAGEMENT
 - OBSERVE, COLLECT AND REPORT ON VISITOR USAGE, DEMOGRAPHICS AND INTERACTION STATISTICS
 - CONDUCT CAMPGROUND COMPLIANCE THROUGH OBSERVATION, EDUCATION AND OUTREACH WHERE APPLICABLE
- **CONFLICT AND ISSUE RESOLUTION**
 - PROVIDE SUPPORT AND ASSISTANCE TO STAFF WHEN RESOLVING ISSUES CONCERNING CAMPER OR VISITOR CONCERNS/ISSUES
 - ASSIST STAFF WITH EMERGENCY RESPONSE CONTACT AND SUPPORT IN CONFLICT SITUATIONS (PROVIDE COACHING, SUPPORT, GUIDANCE AND ADVICE)
- **PUBLIC SAFETY AND OCCUPATIONAL HEALTH AND SAFETY PREPARATION AND RESPONSE**
 - ENSURE ALL WORK ACTIVITIES FOR STAFF AND CONTRACTORS ARE CONDUCTED WITHIN OH&S REGULATIONS, POLICIES AND PROCEDURES
 - SUPPORT STAFF WITH OH&S REPORTING PROCESSES
 - INITIATE EMERGENCY RESPONSE PROTOCOL IN EMERGENCY SCENARIOS (REGIONALLY SPECIFIC)
 - SUPPORT INTERNAL AND EXTERNAL AGENCIES IN RESPONSE TO PUBLIC SAFETY MATTERS
 - ASSIST WITH IMPLEMENTATION AND MAINTENANCE OF PUBLIC SAFETY PROGRAMS INCLUDING KIDS DON'T FLOAT, SWIM LINE AND BUOY INSTALLATION/REMOVAL, SKI AND MOUNTAIN BIKE PATROLS
 - UPKEEP AND ORGANIZATION OF OH&S PROGRAM ELEMENTS (SAFETY BOARDS, TRAINING MANUALS, ETC)
 - CONDUCT SAFETY CHECKS ON EMERGENCY RESPONSE EQUIPMENT, TRACK MAINTENANCE AND REPLACEMENT
- **RESOURCE MANAGEMENT**
 - IMPLEMENT COMMUNICATIONS PLANS AROUND PROBLEM AND NUISANCE WILDLIFE ISSUES
 - ASSIST WITH WILDLIFE ISSUE MANAGEMENT AS REQUIRED
 - ADVISE PUBLIC OF ANY PUBLIC HEALTH CONCERNS. (POTABLE WATER, BEACHES, SWIMMING AREAS)
 - COLLECT, MONITOR AND SUBMIT RECREATIONAL WATER SAMPLES AND LEVELS

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- PARTICIPATE IN PATROLS OF BACKCOUNTRY AND FRONT COUNTRY AREAS FOR MONITORING OF RESOURCES AND ASSETS, VISITOR MANAGEMENT AND TO MAINTAIN FAMILIARITY OF LAND BASE (MAY BE VIA HORSEBACK, FOOT, BIKE, OR BOAT DEPENDING ON LOCATION)
- **SITE, TRAIL AND/OR INFRASTRUCTURE MAINTENANCE**
 - TRACK AND INSTALL SIGNS AS DIRECTED BY TEAM LEAD (TRAFFIC, VISITOR INFORMATION, PARK BOUNDARY, ETC.)
 - ASSIST WITH TRAIL WORK ON 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
- **PERMIT AND GENERAL ADMINISTRATION**
 - MONITOR AND SUPERVISE PERMITTED ACTIVITIES AND ENSURE ALL ACTIONS CARRIED OUT BY PERMITEES FALL WITHIN ESTABLISHED GUIDELINES AND ARE IN COMPLIANCE WITH PERMIT CONDITIONS AND LEGISLATION. TAKE ACTION TO RECTIFY ANY DEFICIENCIES OR CONCERNS.
 - COMPLETE TIMESHEETS, MONITOR PROGRAM VEHICLE MAINTENANCE / REPAIRS AND ADHERE TO OTHER ADMINISTRATIVE PROCESSES
 - COORDINATE COLLECTION AND TRANSPORTATION OF REVENUE WITH INFORMATION SERVICES TEAM LEAD

JOB REQUIREMENTS

- High school diploma and 1 year of related experience in Natural Resources, Natural Sciences, Recreation Management, Tourism Development or other related programs. Preference will be given to those who have completed or are enrolled in a related post-secondary program.
- Experience communicating/presenting to staff, stakeholders, and the public
- Supervisory or leadership experience
- Standard First aid with CPR and AED
- Class 5 drivers license (graduated license not accepted)
- Assets:
 - a. Knowledge of Provincial and Federal Acts and Legislation (Provincial and Federal Acts and regulations including, and not limited to, the following: Occupational Health and Safety; Provincial Parks; Wilderness Areas, Heritage Rangeland, Ecological Reserves, and Natural Areas; Environmental Protection and Enhancement
 - b. OHV certification
 - c. Chainsaw certification
 - d. Outdoor skills and experience in outdoor activities(navigation skills, backcountry travel, working alone)
 - e. Knowledge of Alberta flora and fauna
 - f. Incident Command Systems familiarity (ICS)
 - g. Wilderness first aid
 - h. Knowledge of Indigenous culture
 - i. Conflict management/ resolution experience

BEHAVIOURAL COMPETENCIES

- 1) Build Collaborative Environments (Level B)
 - a. Facilitates open communication and leverages team skill
 - b. Leverages skills and knowledge of others
 - c. Genuinely values and learns from others
 - d. Facilitates open and respectful conflict resolution

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e. Recognizes and appreciates others

Job applications:

- Co-ordinating with a variety of work teams through strong communication.
- Collaborating with and supporting all staff departments on various tasks/projects.
- Respecting and understanding the needs and requests of others when sharing resources.

2) Agility (Level B)

- a. Works in a changing environment and takes initiative to change
- b. Takes opportunities to improve work processes
- c. Anticipates and adjusts behaviour to change
- d. Remains optimistic, calm and composed in stressful situations
- e. Seeks advice and support to change appropriately
- f. Works creatively within guidelines

Job applications:

- Able to stay calm and think on feet during high-stress situations.
- Understands who to ask for help when dealing with a wide variety of issues.
- Identifies potential inefficiencies and creatively seeks to improve 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 with visitors/campers/staff.
- 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 A)

- a. Maintains collegial internal relationships and understands external network
- b. Seeks to understand perspectives and needs of others
- c. Follows through, has integrity and respect for others
- d. Helps and follows through
- e. Keeps key stakeholders informed; is professional and respectful

Job applications:

- Works collaboratively with different work teams to complete tasks/resolve issues.
- Liaises between permit holders, lease holders, facility operators, etc.
- Maintains communication through ongoing relationships with staff, park visitors, partner organizations, and Indigenous communities.

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