

TITLE: PARK RECREATION AND RESOURCE OFFICER
CLASSIFICATION: NR3
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

Park Recreation and Resource Officers proactively address matters that impact local ecology, monitor site conditions, respond to issues, and foster respectful behavior through information sharing and education.

This service-focused position also supports fair and equitable camping experiences for visitors by monitoring visitor conduct, fostering stewardship ethic, encouraging compliance and supporting issue resolution.

Their strong understanding of health and safety related legislation, initiatives, and procedures equips them to help build safe operational environments and lead initial emergency response for public and workers.

Parks are healthiest and most resilient with the support of the communities that use and care for them. This position may help initiate and maintain constructive relationships with permit holders, facility operators, volunteers and other stakeholders.

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Job Stream:
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ACCOUNTABILITIES

- **VISITOR MANAGEMENT**
 - REPORT ON USAGE LEVEL AND OPERATIONAL GAPS
 - ADDRESS AND FOLLOW UP ON SITE LEVEL CONCERNS
 - ADDRESS FRONT LINE CAPACITY PRESSURES
 - PROVIDE STATISTIC REPORTS ON VISITOR USAGE
- **PUBLIC ENGAGEMENT/INFORMATION IN THE FIELD**
 - PROACTIVE RESPONSE TO BASIC SITE OPERATIONS.
 - FOSTER RESPONSIBLE CONDUCT AND REMIND CLIENTS OF THE APPROPRIATE CONDUCT AT THE SITE AND/OR PARK.
 - ROVE PARKS AND CAMPGROUNDS TO ENGAGE AND INFORM PARK VISITORS OF KEY MANAGEMENT MESSAGING, CAMPGROUND RULES AND EXPECTATIONS AND PUBLIC SAFETY MESSAGING.
 - ASSIST, COLLECT AND CONSOLIDATE VISITOR STATISTICS AND SURVEYS
- **SUPPORT FRONT LINE STAFF WITH CONFLICT RESOLUTION**
 - PROVIDE SUPPORT AND ASSISTANCE TO STAFF WHEN RESOLVING ISSUES CONCERNING CAMPER OR VISITOR CONCERNS
 - ASSIST STAFF WITH EMERGENCY CONTACT AND SUPPORT IN CONFLICT SITUATIONS (PROVIDE COACHING, SUPPORT, GUIDANCE AND ADVICE)
- **PUBLIC SAFETY PREPARATION AND RESPONSE**
 - MONITOR PARKS FOR POTENTIAL SAFETY ISSUES. (I.E. FLOOD MONITORING, SEVERE WEATHER WARNINGS)
 - EMERGENCY RESPONSE PLAN UPDATES AND KNOWLEDGE
 - INITIATE EMERGENCY RESPONSE STEPS IN EMERGENCY SCENARIOS
 - SUPPORT AGENCIES IN RESPONSE TO PUBLIC SAFETY MATTERS
 - IDENTIFICATION OF NATURAL/LANDSCAPE AND WORKPLACE HAZARDS
- **RESOURCE MANAGEMENT AND ECOLOGY TASKS**
 - INFORM PUBLIC AND COORDINATE WITH PARKS STAFF OR CONTRACTORS TO ADDRESS NUISANCE WILDLIFE (I.E. GOPHERS, WASPS, SNAKES) AND WITH CONSERVATION ENFORCEMENT FOR PROBLEM WILDLIFE (E.G. BEARS IN AREA).
 - ADVISE PUBLIC OF ANY PUBLIC HEALTH CONCERNS. (POTABLE WATER, BEACHES, SWIMMING AREAS)
 - PARTICIPATE IN PATROLS OF BACKCOUNTRY AND FRONT COUNTRY AREAS FOR MONITORING OF RESOURCES AND ASSETS, USER TRENDS AND PATTERNS AND PLACEMENT OF SIGNAGE INCLUDING COORDINATING WORK ON TRAILS FOR SEASONAL USE AND GENERAL MAINTENANCE.
- **SITE, TRAIL AND/OR INFRASTRUCTURE MAINTENANCE**
 - IDENTIFY SIGNAGE (TRAFFIC, VISITOR INFORMATION, PARK BOUNDARY, ETC.) REQUIREMENTS AND ACTIONS PLACEMENT / REPLACEMENT WITHIN DIVISIONAL OR LEGISLATIVE GUIDELINES.
 - CLEAR/BRUSH TRAILS TO ENSURE THEY ARE ACCESSIBLE AND CLEAR OF HAZARDS
 - PERFORM MAINTENANCE DUTIES AND LIGHT MANUAL LABOUR, WHERE APPROPRIATE, TO ASSIST PROGRAM AREA STAFF, PARTICULARLY AT SEASON OPENING AND CLOSING
- **ADMINISTRATION AND COMPLIANCE**
 - MONITOR COMPLIANCE OF CONDITIONS ON PERMITS (SPECIAL EVENT, ACTIVITY, FILM, ETC.)
 - COLLECTION AND TRANSPORTATION OF CAMPGROUND REVENUES
 - LIAISE WITH OTHER AGENCIES
 - OCCUPATIONAL HEALTH AND SAFETY REPORTING (HAZARD ASSESSMENTS, INCIDENT REPORTING, ETC.)

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JOB REQUIREMENTS

- High school diploma plus related experience in Natural Resources, Natural Science, Recreation Management, tourism development or other related programs. Preference will be given to those who have completed or are enrolled in one of these programs.
- Public engagement skills (Presentation to audience of internal and external stakeholders and strong communication skills, both verbal and written)
- Conflict resolution experience
- First aid
- Class 5 drivers license
- 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 recreation competency (navigation skills, backcountry travel, working alone
 - e. Knowledge of water safety and regulations
 - f. Knowledge of natural history
 - g. Incident Command Systems familiarity
 - h. Wilderness first aid
 - i. Knowledge of indigenous culture
 - j. Radio operator certificate

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
 - e. Recognizes and appreciates others

Job applications:

- Co-coordinating 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

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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.
- 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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