

## Public Service Resourcing System


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## Visitor Services Attendant

ANTICIPATORY

**Organization Name:** Parks Canada Agency - Coastal BC Field unit, Pacific Rim National Park Reserve

**Location:** Pacific Rim National Park Reserve of Canada (British Columbia)

**Salary:** \$21.64 to \$23.52 per hour (Currently under review)

**Closing Date:** March 16, 2015 - 23:59, Pacific Time [Useful Information](#)
**Reference Number:** CAP15J-013460-000049

**Selection Process Number:** 2015-CAP-CBC-PR-OC-036

**Vacancies:** 1

**Employment Tenure:** You must ensure that you select at least one employment type when submitting your application: [Employment Tenure](#)
**Web site:** For further information on the department, please visit [Parks Canada Agency](#)

## Process Intent

The intent of this process is to fill 1 seasonal (Bilingual) position (approx 10 weeks/year, normally from June to September), and up to 2 additional temporary positions (English and/or Bilingual, approx. June to September 2015)

Note: A Qualifying List will be established and may be used to fill similar positions of various tenures: seasonal, temporary, full-time, part-time and various language requirements [English essential and/or Bilingual imperative (- - B/ - - B)].

## Who Can Apply

### [Useful Information](#)

- Persons residing or employed in Ucluelet, BC and within a 123 kilometre radius of Ucluelet, within Canadian territory, extending to, amongst others: Campbell River, Lantzville, Nanaimo, Lake Cowichan and Port Renfrew, BC.

The distance between your residence or your employment location and the position location will be determined using data provided by the Natural Resources Canada's Geographical Names of Canada website. For information on how to use this website visit:  
<http://www4.nrcan.gc.ca/earth-sciences/geography-boundary/geographical-name/search/name.php>

## Citizenship

### [Useful Information](#)

Parks Canada Agency considers applications from all individuals who have legal status to work in Canada. Please indicate in your application the reason for which you are entitled to work in Canada: Canadian citizenship, permanent resident status or work permit.

Parks Canada is committed to the principles of diversity and employment equity under the Employment Equity Act, and strives to ensure that our workforce reflects the diverse nature of Canadian society. We encourage women, Aboriginal peoples, persons with disabilities and members of a visible minority group to self-identify in their cover letter.

## Statement of Merit Criteria and Conditions of Employment

Applicants who meet the following criteria will also be assessed against the [Statement of Merit Criteria and Conditions of Employment](#) for this position.

### Essential Qualifications

Qualifications that are necessary for the work to be performed and that must be met in order for a person to be appointed.

### Official Language Proficiency

#### [Useful Information](#)

Various language requirements  
Bilingual Imperative (- - B/ - - B) and English Essential

### Education

#### [Useful Information](#)

A secondary school diploma or an acceptable combination of education, training and experience

### Experience

Experience in interacting with the public in a reception/orientation capacity

Experience in sharing Nuu-chah-nulth culture and traditions and/or cultural stories with varied audiences

Experience in anticipating/meeting public needs, resolving complaints, anticipating/detecting incidents and finding solutions

Experience handling cash and operating point of sales

Experience maintaining/restocking supplies and equipment

Experience in the maintenance of facilities

### Operational Requirements

Current or future requirements of the organization for the proper functioning of the work unit or the organization.

The position requires the incumbent to:

Make moderate physical effort to sit and/or stand for prolonged periods and/or to clean facilities/grounds

Be exposed to noxious odours from car fumes, to dust, cleaning products and wet conditions

Be exposed to variable weather conditions

Be exposed to stress when responding to fluctuating, unpredictable visitor demands and requirements

Be exposed to minor injury when performing cleaning and maintenance activities

Occasionally demonstrate tasks to others

Wear a Parks Canada uniform and abide by uniform policy

Work shift work, and/or evenings, and/or weekends and/or statutory holidays and/or provincial/territorial holidays

## Conditions of Employment

Requirements that a person must meet or comply with for as long as they occupy the position.

## Security and Reliability

Reliability Status security clearance

## Other Conditions of Employment

Possession of a valid class 5 Driver's License

## Challenge

Greet visitors and provide information and orientation related to Parks Canada facilities, services, programs, features, regulations, safety precautions and ecological/cultural objectives in Pacific Rim National Park Reserve, in person, by phone or electronically.

Register, process and collect fees, issue permits and refunds and sell products. Maintain cash balances, records and stock inventory; compile and record statistical data; complete forms, sales reports and bank deposits; and use a point-of-sale system/computer and cash register.

Perform routine cleaning and maintenance of grounds and facilities, reporting supply deficiencies and maintenance requirements.

Communicate orally and in writing using the communications tools available (radio, computer programs, telephone, and fax) with other national park staff, members of the community and visitors.

Resolve visitor problems or complaints.

Provide feedback and make suggestions to improve visitor services.

Maintain, report, and repair equipment as required.

## Information to be provided:

You must provide the following information when submitting your application:

- Your résumé.

If you do not fully complete the screening questions as instructed, you may be screened out.

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## Other Information (Notes)

Interviews will be conducted.

Written test(s) may be administered.

Reference checks will be conducted.

Proof of education must be submitted at the interview.

Successful candidate(s) must meet and maintain the Conditions of Employment throughout their employment.

You will be required to show how you demonstrate the essential qualifications (i.e. Education, Experience and/or Occupational Certification) for the initial screening through your resume, cover letter, and/or in answering online screening questions. It is NOT sufficient to only state that the qualifications are met or to provide a listing of current or past responsibilities. Rather you must clearly demonstrate HOW, WHEN, and WHERE the qualification was met through substantiation by examples. Information on your described skills, experience, etc. provided in a cover letter or screening questions should be supported by your resume. Failure to provide the above information in the format required may result in your application being rejected from the process.

In accordance with paragraph 8(2)(a) of the Privacy Act, information or material, whether provided directly by the candidate or otherwise obtained by the selection board, used during the selection process for the purpose of assessing a candidate may be used as part of the selection review and recourse processes. Such relevant information may be provided to third parties, such as other candidates or their representatives, who have a legitimate reason to be aware of that information.

The Parks Canada Agency is established as a separate employer in the Federal Public Service under the Financial Administration Act. Persons appointed to the Agency continue to be part of the Public Service. The Parks Canada Agency operates under its own human resources framework outside of the Public Service Employment Act and in line with values of fairness, competence and respect, and its operating principles.

PLEASE NOTE: For this selection process, our intention is to communicate with applicants by e-mail for screening/assessment purposes (including issuing screening results, and sending invitations for written tests and interviews).

Applicants who apply to this selection process must include in their application a valid e-mail address and make sure this address is functional at all times and accepts messages from unknown users.

The hiring organization will accept job applications in various formats.

Applicants are strongly encouraged to submit their application on-line to take advantage of the many benefits in using this electronic recruitment system. Some of these benefits are that:

Applicants can create a profile and a resume that can be used when applying for other processes without having to recreate a new application each time.

Applicants can modify their application/resume at anytime BEFORE the closing date indicated on the job advertisement.

Applicants can verify the status of their applications, at any time.

Applicants can be notified electronically of tests or interviews and results.

For some jobs, applicants will find important information, namely the job questionnaire and a complete statement of merit criteria that are only available when applying on-line.

Persons who are unable to apply on-line can: fax it to (250) 654-4044, or email it to CoastalBC.HR@pc.gc.ca

Persons who have received pay in lieu of unfulfilled surplus period, a Transition Support Measure (TSM) or an Educational Allowance and are re-appointed to the Parks Canada Agency are required to reimburse an amount corresponding to the period from the effective date of such reappointment or hiring, to the end of the original period for which the TSM and education allowance was paid. Please contact CoastalBC.HR@pc.gc.ca if you are one of these individuals to find out how this applies to your particular situation..

Persons who are in receipt of a Canadian Government Public Service pension and are considering this employment opportunity with the Parks Canada Agency, should contact the PWGSC Public Service Pension Centre (1-800-561-7930) in order to determine the impact of an appointment on their pension benefit entitlements.

The Public Service of Canada is committed to developing inclusive, barrier-free selection and appointment processes and work environments. If contacted in relation to this process, please advise the Parks Canada representative in a timely fashion of the accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

**Your résumé must clearly demonstrate how you meet the requirements.**

**We thank all those who apply. Only those selected for further consideration will be contacted.**

Questions regarding [travel and relocation](#).

The Public Service of Canada is committed to building a skilled, diverse workforce reflective of Canadian society. As a result, it promotes employment equity and encourages candidates to indicate voluntarily on their application if they are [a woman, an Aboriginal person, a person with a disability or a member of a visible minority group](#).

The Public Service of Canada is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to a job opportunity or testing, you should advise the Public Service Commission or the departmental official in a timely fashion of the accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

Date modified: 2014-03-27