

# Visitor Services Attendant II

**Reference number:** CAP19J-022256-000005

**Selection process number:** 2020-CAP-CBC-PR-OC-002

Parks Canada - Coastal BC Field Unit, Pacific Rim National Park Reserve

Pacific Rim National Park Reserve of Canada (British Columbia)

GS-MPS-04 - Visitor Services Attendant II

Temporary Full-Time from May - October, 2020 and June to September, 2020 and Part-

Time October 2020 to March 2021

\$22.91 to \$24.90 per hour (currently under review)

For further information on the organization, please visit [Parks Canada](#)

**Closing date: 3 February 2020 - 23:59, Pacific Time**

**Who can apply:** All persons 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.

**Apply online**

## Important messages

We are committed to providing an inclusive and barrier-free work environment, starting with the hiring process. If you need to be accommodated during any phase of the evaluation process, please use the Contact information below to request specialized accommodation. All information received in relation to accommodation will be kept confidential.

### [Assessment accommodation](#)

PLEASE NOTE:

- Living accommodations are not provided. You will be required to cover all travel expenses to and from the location of work.

\*\*\* NOTE: When submitting your application to this selection process, you will be required to answer screening questions to demonstrate how you meet the Essential Qualifications (Education and all Essential Experiences) as well as any Additional Qualifications (if applicable).

Applicants must clearly demonstrate how they meet the Education and Experience factors listed in the Essential Qualifications when responding to the questions in the online application. Applicants must clearly demonstrate how they meet these factors by providing concrete examples with significant details to explain WHEN, WHERE and HOW

you meet each factor. Please note that it is not sufficient to only state that these factors are met or to provide a listing of current or past responsibilities. Resumes will be used as a secondary source to validate the experience described when responding to the questions in the on-line application.

Failure to clearly demonstrate how you meet the Education and Experience factors when responding to the questions in the on-line application, may result in the rejection of your application.

Following are some of the benefits associated with applying on-line:

- 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 any time 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

To submit an application on-line, please select the button "Apply Online" below.

Persons who are unable to apply on-line must contact the person listed below prior to the closing date.

Persons who are unable to apply on-line can: email it to:  
pc.rhugbcotierecoastalbcfuhr.pc@canada.ca

## Duties

Welcome to Pacific Rim National Park Reserve, where nature is at your back door! Experience the west coast of Vancouver Island in all its glory. We are currently seeking hardworking team members to join the Visitor Experience team in Pacific Rim National Park Reserve, and help visitors discover the natural treasures protected and presented by Parks Canada. Pacific Rim National Park Reserve receives over a million visitors every year!

If you are skilled at communicating articulately, fostering open communication, identifying problems and finding solutions, dealing with situations proactively and persistently and taking initiative, this job may be for you!

Working as a front-line staff you can expect a fast-paced work environment where you will enjoy the opportunity to share your passion for the protection of the environment with visitors. Present this amazing National Park Reserve to visitors by providing information and orientation on our programs, services, features, regulations, safety and wildlife messaging, and facilities to visitors whether it is in person, over the phone or electronically.

Work to resolve to visitors' complaints or concerns and ensure compliance to our policies. In the Long Beach Unit, you will rotate between different facilities/campground and perform compliance rounds throughout the National Park Reserve. Work both independently and as part of a team.

Part of your main duties will be to collect fees, issue permits and sell products in a fast-paced work environment. You will perform cash, credit and debit transactions, complete sales reports, stock inventory, maintain/clean facilities, compile information, create reports, complete forms, respond to emails, provide feedback, and record statistical data in Excel. You will also use a reservation system, a point-of-sale system and a computer.

## **Work environment**

Parks Canada is a federal government agency responsible for the protection and presentation of Canada's outstanding natural and cultural resources through a system of national parks, national marine conservation areas and national historic sites in all regions of Canada.

## **Intent of the process**

The immediate need is to fill two temporary full-time from May - October, 2020 and June to September, 2020 and one part-time October 2020 to March 2021

A qualifying list will be established, and may be used to fill similar positions of various tenures (indeterminate, seasonal, temporary, full-time, part-time) and various locations within the Coastal BC Field Unit.

**Positions to be filled: 3**

## **Information you must provide**

Your résumé.

## **In order to be considered, your application must clearly explain how you meet the following (essential qualifications)**

A secondary school diploma OR PSC approved alternatives, OR an acceptable combination of education, training and/or experience or traditional knowledge relevant to the position.

## Degree equivalency

### EXPERIENCE:

- Experience in interacting with the public in a reception/orientation capacity in a fast-paced environment.
- Experience in anticipating/meeting public needs and resolving complaints and anticipating/ detecting incidents and finding solutions.
- Experience handling cash and operating a point of sales and/or reservation system and solving minor IT issues.

### KNOWLEDGE:

- Knowledge of Parks Canada operations and the natural and cultural history of Pacific Rim National Park Reserve as well as the programs offered, and visitor safety messaging.

## **The following will be applied / assessed at a later date (essential for the job)**

Various language requirements

English Essential positions and Bilingual Imperative positions ( - - B/ - - B)

### Information on language requirements

#### **Second Language Writing Skills Self-Assessment**

In order to help you decide if you should apply to a bilingual position, an optional self-assessment of your writing skills in your second official language is available for you to take before completing your application.

For more information, please consult:

[Unsupervised Internet Test of Second Language Writing Skills](#)

### ABILITIES:

- Attention to Detail – Working in a conscientious, consistent and thorough manner.
- Client Focus – Providing service excellence to internal and/or external client, including third party stakeholders
- Concern for Safety – Identifying hazardous or potentially hazardous situations and taking appropriate action to maintain a safe environment for self and others.
- Initiative – Dealing with situations and issues proactively and persistently, seizing opportunities that arise.
- Interactive Communication – Listening to others and communicating articulately, fostering open communication.
- Problem Solving – Identifying problems and the solutions to them.
- Ability to operate a point of sale and/or reservation system and address minor IT issues.

### PERSONAL SUITABILITY:

- Exercises sound judgment.
- Personally connects with others.

- Strives for excellence.
- Takes Responsibility.

## **The following may be applied / assessed at a later date (may be needed for the job)**

### OPERATIONAL REQUIREMENTS

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 at a variety of locations.
- Work in a fast-paced work environment

## **Conditions of employment**

Reliability Status security clearance

Possession of a valid class 5 Driver's License ("N" for BC residents is also accepted).

## **Other information**

The Public Service of Canada is committed to building a skilled and diverse workforce that reflects the Canadians we serve. We promote employment equity and encourage you to indicate if you belong to one of the designated groups when you apply.

### [Information on employment equity](#)

For tips to navigate the application process step by step, refer to the following site:  
<https://www.youtube.com/watch?v=0GW7P3g9hhI>.

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 application.

Please submit your completed application, including all of the above-mentioned documentation. Failure to do so may result in your application being rejected.

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.

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.

Tips for applicants:

- Please provide complete and thorough details of your education and experience.
- Do not assume that the screening board has any previous knowledge of your background, qualifications, or work history. You must be specific and provide concrete examples/details for each Experience element, as applications will be screened only on the information provided.
- Failure to provide sufficient information may result in your application being screened out of the competition.

Persons are entitled to participate in the appointment process in the official language of their choice.

Travel cost for individuals who are not Federal Public Servants will not be covered.

You must meet all essential qualifications in order to be appointed to the position. Other qualifications may be a deciding factor in choosing the person to be appointed. Some essential and other qualifications will be assessed through your application. It is your responsibility to provide appropriate examples that illustrate how you meet each qualification. Failing to do so could result in your application being rejected.

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

## Contact information

<b>Josée Tremblay, Team Lead</b>
----------------------------------

[Josee.Tremblay@canada.ca](mailto:Josee.Tremblay@canada.ca)

## **Apply online**

Date modified:

2019-12-17