

Job Class Profile: Park Manager I**Pay Level: CG-35 Point Band: 766-789**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	5	4	3	4	4	3	5	5	
Points	233	83	25	14	120	87	62	107	54	785

JOB SUMMARY

The Park Manager I performs supervisory, administrative, enforcement and protection and public relations duties associated with operating and managing a provincial park, T'Railway, wilderness and ecological reserve.

Key and Periodic Activities

- Supervises seasonal park staff including students involved in operational and maintenance activities in the park. Assigns work, provides advice, gives direction and evaluates work in progress and upon completion; sets priorities and deadlines and develops schedules and approves leave.
- Develops and implements operational plans for the park; ensures proper maintenance of park facilities in accordance with standards and procedures recognizing health and safety requirements.
- Administers park operations, supply and equipment budget for the park; orders all supplies for the daily operation of the park, acquisition of contractors when needed, pay for all supplies with petty cash or direct purchase orders and maintains records of all expenditures.
- Performs park administrative and checkpoint duties such as: issuing park permits and collecting fees; recording and compiling statistics of park users; reconciling daily and weekly revenue ensuring all monies collected during the week matches up with receipts and all credit card and debit sales match receipts; submitting all revenue collected to the central cashier's office and statistical information to Headquarters; operating point of sale financial management system, operating park reservation system, computer and cash register and answering telephone; responding to enquiries related to the park, its facilities and surrounding areas and communities; completing and submitting payroll/attendance sheets; preparing vehicle log books; conducting inventory and asset checks; and reviewing reports from Park Rangers.
- Maintains the safety and security of park users by directing and conducting routine patrols, monitoring campsite activities and campfires, engaging in search and rescue activities and dealing with emergency situations as required, dealing with human and wildlife conflicts, investigating complaints and initiating corrective action.
- Enforces legislation, departmental policy and rules including the Provincial Parks Act, Wilderness and Ecological Reserves Act, Highway Traffic Act, Forestry Act, Liquor Control Act, Wildlife Act, Endangered Species Act, Motorized Snow Vehicles and All Terrain Vehicles Act, Parks and Natural Areas Policy and Procedures Manual. This may involve: conducting

Key and Periodic Activities

- patrols, inspections, investigations and interviews; taking statements; collecting, caring for and preparing evidence; preparing associated court documentation; providing evidence and testimony in court. Also, liaising and working in partnership with other law enforcement agencies is required.
- Conducts patrols of ecological reserves in their designated geographic area to monitor the conditions of resources and features within the reserve, ensures boundary signs are in place, monitors visitor use, enforces regulations under the Wilderness and Ecological Reserves Act, checks persons doing research to ensure they have proper permits and completes required reports.
 - Participates in park maintenance and operational duties such as maintaining and improving facilities by: adding sites and picnic areas, repairing park infrastructure, removing and thinning brush, mowing grassy areas, collecting and disposing of garbage, cleaning campgrounds, comfort stations, toilets and park grounds.
 - Participates in meetings related to parks with operations manager to discuss problems, changes, policies and procedures.
 - Engages in forest fire suppression as required.
 - Participates in scientific studies, research, collection and compilation of field data within the park as required.

SKILL

Knowledge

General and Specific Knowledge:

- Natural Resource Management
- Law enforcement procedures
- Forest Fire Suppression techniques and equipment
- GPS equipment.
- Related legislation and parks administration policies and procedures

Formal Education and/or Certification(s):

- Minimum: 2 Year Specialized Diploma in Parks, Fish and Wildlife, Outdoor Recreation, Natural Resource Management or related field. Possession of a Class 5 Driver's License.

Years of Experience:

- Minimum: 4 - 5 years

Competencies:

- Follow basic instructions
- Apply established techniques to the completion of activities
- Provide advice to others
- Computer proficiency

Interpersonal Skills

- A range of interpersonal skills are required such as listening, asking questions, providing routine information and direction to others, promoting services and ideas, gaining the

cooperation of others to solve problems and dealing with angry or upset people, resolving disputes by remaining calm and communicating specialized information to the public, students and resource managers.

- Communications occur with employees in the immediate work area and department as well as the general public/park users, students, suppliers and contractors. Communications related to park policy interpretation, park management and operations (i.e. operational plans, budget administration) including dealing with contractors and suppliers may have a moderate degree of difficulty and could be contentious in nature.
- Most significant contacts are with park employees, the general public/park users, summer students and the Manager of Park Operations.

EFFORT

Physical Effort

- The demands of the job occasionally result in considerable fatigue, requiring periods of rest.
- Occasionally required to lift items 25-50 lbs.
- Work tasks and activities regularly requires physical handling of materials and objects, requiring strength and endurance such as lifting and moving fallen trees/logs, building materials, equipment, picnic tables, fire hoses and pumps, supplies, wheelbarrows loaded with gravel and machinery such as lawnmowers, chainsaws, ATV's and snow machines.
- Regularly require the use of gross motor and fine finger skills, accurate control and steadiness, controlled movement and maintaining balance while performing work duties.
- Required to sit, walk, stand and drive on a regular basis to complete work tasks.

Concentration

- **Visual and auditory** demands are a regular requirement when on patrols observing and listening for illegal, disturbing or dangerous activity in the park, listening attentively to complaints and questions, corresponding to emergency and safety situations such as traffic violations, wildlife forest fires, operating power tools, chainsaws and machinery.
- **Other sensory demands such as touch** is used to identify overheating equipment and live coals in fire pits and smell when using chemicals, gasoline, cleaning solutions, and to detect fire/smoke or alcohol use.
- Activities such as using cash register and entering credit card information, addresses and phone numbers in the computer database can be **repetitious and require alertness and visual concentration**.
- **Higher than normal level of attentiveness/alertness** is required when working around forest fires, speeding vehicles, impaired drivers, swimming/boating accidents and when park is full especially on weekends.
- **Time pressures and deadlines** are experienced when responding to forest fires and emergency situations, completing reports, payroll data sheets. Lack of control over the pace of work is affected by a dramatic increase in the number of visitors to the park; emergency situations; the availability of employees; and changing conditions and priorities.
- **Eye hand coordination** is required for the use of all equipment, machinery and tools.
- **Exact results and precision** are required when calculating revenue reconciliation, preparing

court documents and entering statistics.

Complexity

- Work involves a variety of tasks and activities that are different/unrelated in the areas of administration, technical operations, supervisory, regulatory/enforcement, public relations and planning in the operation of a park.
- Work tasks and activities are repetitive and well defined, but with variety such as reconciling revenue, maintaining records and statistics, conducting patrols, operational planning, dealing with complaints and enforcing/investigating breaches of legislation, and assisting in data collection and research.
- Challenges/problems/issues are typically simple with obvious solutions which usually can be addressed by following procedures and guidelines and by working within defined and standard work processes.
- Typical problems relate to the overall administration, operations and management of the park and may include customer complaints over a variety of issues such as the reservation system, other campers that have to be addressed and issues with equipment such as pin pad for debit cards not working, showers, facilities and enforcement of legislation.
- References available includes past experiences, Acts and regulations, and policy and procedures manuals, colleagues, manager and Regional Headquarters staff and the RCMP.

RESPONSIBILITY

Accountability and Decision-Making

- Works tasks and activities are moderately prescribed and controlled.
- Have a significant level of decision making responsibility in the daily operations of the park and in interpreting the procedures and policies. For example, can purchase goods and services up to \$500.00; evict individuals from the park; lay charges under the park act, approve staff travel claims and leave, delegate work to staff and put a no fire ban in effect in the park. Emergency repairs over \$500.00 can also be initiated.
- Large purchases and changes in policy require supervisory approval.
- Have some discretion within predetermined limits as outlined in policy and procedures manual.
- A high degree of discretion and judgement is exercised when implementing “park only” fire bans and evicting persons from the park.

Impact

- Impacts are felt internally within the immediate work area/department/government as well as externally with the general public and park users and on the natural resources of the province.
- Resources affected include equipment, processes and systems, information, finances, facilities, material, natural and human resources, health/safety and corporate image.
- The consequences of a mistake or error can have a significant impact in the immediate work area and on the public, equipment, health/safety, finances, facilities and corporate image, as lives, property and natural resources can be significantly impacted. Errors are usually detected within a short time period.
- Work is performed independently on day to day tasks as Manager/supervisors are at Regional headquarters. Protocols, policies and procedures are in place to mitigate the impact of mistakes

and to provide direction.

Development and Leadership of Others

- Responsible for ongoing supervision of staff for a medium size work group of employees and students (5 to 10 employees).
- Leadership and development responsibilities include providing on the job advice, guidance and direction; feedback and input into performance assessments; orientation and training; delegating tasks and coordinating the work of others.

WORKING CONDITIONS

Environmental Working Conditions

- Safety equipment such as ear and eye protection, safety helmets, gloves and boots, and precautions such as safety training in first aid, WHMIS, boating/water safety and firefighting are required.
- There is a moderate likelihood for minor injuries or illnesses resulting from hazards and a limited likelihood of major injury or occupational illness given that all health and safety regulations are followed.
- Exposure to machinery noise, garbage, dust, glare from computer, fumes from equipment, odours, bodily fluids and waste while cleaning washrooms/toilets, wet or slippery surfaces, fire, physical dangers or threats, sharp objects, personal danger from conducting nightly park patrols. Occasionally, there is exposure to vibration from operating equipment, hazardous cleaning chemicals fumes, toxic or poisonous substances, dangerous heights, awkward or confining workspaces, temperature extremes, and adverse weather conditions and travel.