

Job Class Profile: Park Manager II**Pay Level: CG-37 Point Band: 814-847**

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	4	6	5	
Points	233	83	25	14	120	87	83	129	54	828

JOB SUMMARY

The Park Manager II performs administrative, supervisory, enforcement, protection and public relations duties associated with operating and managing a Keystone provincial park, T’Railway and Wilderness and Ecological Reserves on a year round basis.

Key and Periodic Activities

- Supervises a variety of park staff involved in the operational and maintenance activities in the park. Assigns tasks, provides advice, gives direction and evaluates work in progress and upon completion. Sets priorities, develops schedules and approves leave requests, overtime shift differential and attendance, and identifies and encourages training opportunities.
- Develops and implements operational plans for the park; conducts regular meetings with staff to review operating procedures and enhance park operations. Ensures proper maintenance of park facilities in accordance with standards and procedures recognizing health and safety requirements, establishes procedures for security, distribution and storage of all park supplies and equipment. Prepares various reports on park activities.
- Administers park operation, supply and equipment budget for the park; requisitions supplies and equipment for the daily operation of the park. Ensures park/reserve permit records are kept according to approved methods and procedures by monitoring permit sales and reconciling revenue with records kept; submits all revenue collected to the central cashier’s office and statistical information to Headquarters. Coordinates the handling and distribution for the bulk purchasing of supplies and equipment.
- Implements a customer service program, investigates customer complaints and initiates corrective action, provides information about individual parks and reserves, surrounding areas and communities, implements environmental education and interpretation programs. Reviews ranger shift reports, complaints and verbal warnings issued. Responds to phone calls, emails and correspondence.
- Participates in the development of natural resource management policies and plans for reserves and T’Railway Park to ensure that those natural resources within the park system are protected.
- 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,

Key and Periodic Activities

- 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 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 off season patrols of ecological reserves and protected areas in the 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.
- Performs maintenance on machinery and equipment such as diesel generators, ATVs, snowmobiles, power saws.

SKILL

Knowledge

General and Specific Knowledge:

- Natural Resource Management
- Law enforcement procedures
- Equipment operation and maintenance.
- 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: 6 - 7 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, the general public/park users, summer students, Manager of Park Operations at HQ, suppliers and contractors and the RCMP. 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 such as bags of calcium chloride for dust control.
- Regularly require the use of gross motor and fine finger skills, accurate control and steadiness, controlled movement in lifting or moving objects such as fallen trees/logs, building materials, equipment, picnic tables, fire hoses and pumps, supplies, wheelbarrow loaded with gravel, machinery like lawnmowers, ATV, snow machine and chainsaws.
- Job requirements vary with the seasons. Summer season is mostly administration, supervision and park operational duties as staff are available. In the fall, required to use power saws and brush saws, erect signs, conduct patrols of other parks, reserves and T'Railway Park, occasionally in remote areas on ATVs and snowmobiles. In the winter may be required to operate grooming equipment on ski trails.
- Required to sit, walk 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. Intensity increases during low light conditions.
- **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 driving, using chain or brush saw, 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**

<p>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.</p> <ul style="list-style-type: none"> — 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, operating ski trail grooming equipment and entering statistics.
Complexity
<ul style="list-style-type: none"> — Work involves a variety of tasks and activities that are different/unrelated in the areas of administration, technical operations, regulatory/enforcement, supervision, 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. — 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. If staff does not/cannot resolve the matter it gets referred to the manager. — References include past experience, Acts and regulations, policy and procedures manuals, colleagues, manager and Regional Headquarters staff and the RCMP.

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Work tasks and activities are moderately monitored or 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 and dealing with emergencies outside regular work hours and on weekends.
Impact
<ul style="list-style-type: none"> — 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. Participating in the development of natural resource management policies and plans Wilderness and Ecological reserves and T'Railway Park to ensure resource protection, initiating fire bans, evicting unruly campers, proper maintenance of critical equipment and facilities are examples.

- 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 and facilities and corporate image, as lives, property and natural resources can be significantly impacted. Errors are usually detected within a short time period. The impact of not initiating a fire band when appropriate could have serious consequences; the impact of not conducting effective patrols and protecting sensitive and rare flora and fauna could result in the loss of these resources forever.
- 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 large size work group (more than 10 employees).
- Leadership and development responsibilities include setting priorities and deadlines, providing direction, assigning and evaluating work, providing on-the-job advice/guidance, recommending training and orientating new employees and students.

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.
- Moderate likelihood for minor injuries or illnesses and fractures resulting from hazards and a limited likelihood of major injury or occupational illness resulting in total disability given that all health and safety regulations are followed.
- Varying degrees of exposure to different hazards based on seasonal activities.
- Regular exposure to environmental hazards and conditions such as machinery noise and vibration, 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 patrols in the night, hazardous cleaning chemicals, fumes, toxic or poisonous substances, dangerous heights and awkward or confining workspaces, temperature extremes, and adverse weather conditions and travel.