

**Job Class Profile: Park Patrol Officer****Pay Level: CG-24 Point Band: 422-455**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	3	4	4	2	2	3	1	5	
Points	93	50	25	19	60	43	62	21	54	427

**JOB SUMMARY**

The Park Patrol Officer performs security and enforcement work in patrolling the area under jurisdiction of the C.A. Pippy Park Commission.

**Key and Periodic Activities**

- Patrols the accessible areas of Pippy Park to ensure that users of the Park are observing the park's by-laws.
- Assists in removing garbage and other unwanted material from park property.
- Advises visitors on the proper control of their domestic animals.
- Makes routine checks of public buildings within the Park to ensure the buildings are properly secured when required and are hazard free with respect of fire and other safety concerns.
- Carries out routine checks of the Pippy Park Campground to ensure the safety of Park users and to curb instances of theft and vandalism (during operating season).
- Responds to disturbances and complaints of various types within the Park and decides the appropriate action to be taken to correct the problems and writes daily activity reports.
- Answers questions and provides directions to park visitors.
- Determines when to request the services of the police, provincial officials and/or other organizations when dealing with wildlife in the Park.
- Ensures staff are safely escorted from park facilities when required.
- Delivers night deposits to the bank with respect to the various commercial operations.
- Appears in court, as necessary, to testify against individuals who violate laws under the jurisdiction of the C.A. Pippy Park Commission.
- Performs unskilled maintenance and repairs on park facilities, when necessary.
- Supervises and guides groups visiting park facilities, as required.
- Uses firefighting equipment when required.

**SKILL****Knowledge****General and Specific Knowledge:**

- Pippy Park Commission By-Laws

- First Aid techniques
- Park boundaries
- Policies and procedures related to security and enforcement

**Formal Education and/or Certification(s):**

- Minimum: High School Diploma, supplemented with training in security and enforcement techniques. Valid Driver's License as issued by the Province of Newfoundland and Labrador.

**Years of Experience:**

- Minimum: < 1 year

**Competencies:**

- Apply established techniques (security, enforcement)
- Develop solutions to deal with new problems (park users violating by-laws)
- Operate Park vehicles
- Written and verbal communication skills

**Interpersonal Skills**

- A range of interpersonal skills are utilized such as listening, asking questions and providing routine information concerning the park and surrounding areas. Work includes considerable contact with visitors occupying the Park campground, maintaining peace and order by enforcing park by-laws and/or dealing with disturbances and complaints.
- Communication occurs primarily with employees in the immediate work area including supervisor/manager, other park staff and the general public.
- Most significant contacts are: Supervisor (to discuss issues as they arise); other employees (to assist with determining work priorities); and general public (to provide information and direction).

## EFFORT

**Physical Effort**

- The demands of the job regularly results in considerable fatigue, requiring periods of rest.
- Physically lifting or moving objects such as garbage, facility furniture, supplies, maintenance equipment and tools requires strength and endurance.
- Work involves driving for extended periods of time to conduct patrols and inspect facilities.
- The use of fine finger/precision work is required to prepare daily activity reports.

**Concentration**

- **Visual and auditory** demands are a constant requirement when conducting patrols and inspecting buildings, greenhouses and other facilities.
- Activities such as conducting patrols can be **repetitious and require alertness**.
- **Higher than normal level of attentiveness/alertness** is required when inspecting buildings and when operating vehicles.
- **Time pressures, deadlines and lack of control over work pace** are occasionally experienced due to the nature of work.

- **Hand eye coordination** is required for driving and operating equipment.
- Enforcing the Park's by-laws requires **exact results and precision** when documenting the infraction and relevant facts.

### **Complexity**

- Tasks and activities are typically similar/related in terms of the skills and knowledge used and usually well defined.
- A typical problem that occurs is dealing with disturbances and/or complaints and determining course of action to resolve.
- Challenges/problems/issues typically have obvious solutions and can be addressed by following procedures and/or guidelines; occasionally they must be defined and practical solutions found.
- Reference material available includes legislation, regulations, by-laws, policies and procedures.

## **RESPONSIBILITY**

### **Accountability and Decision-Making**

- Work tasks and activities are generally prescribed or controlled.
- Work is performed under the general supervision of the Manager of Park Operations and is reviewed through the quality of written or verbal reports and discussion.
- Act independently and exercise discretion and judgement when identifying activities that are infractions of Park By-laws and/or policies and in determining course of action (i.e. eviction of individuals from Park).

### **Impact**

- Impacts are felt internally within the immediate work area/department/government as well as externally with park visitors and the general public. Resources affected include information, facilities (regular inspection to deter vandalism and misuse of park property) and corporate image.
- The consequences of a mistake or error can impact the park's environment if proper enforcement is not carried out and park facilities if security inspection is not conducted.

### **Development and Leadership of Others**

- Not responsible for the supervision of staff.
- There is an expectation to provide occasional advice and/or guidance to new employees.

## **WORKING CONDITIONS**

### **Environmental Working Conditions**

- Safety precautions are required, including the use of flashlights and communication equipment (radio or cell phone), Park uniforms are worn and identifiable park security vehicles are driven.
- There is limited likelihood for injuries or illnesses resulting from hazards given that all health and safety precautions are followed.

- Travel is required on a constant basis to conduct patrols.
- Exposed to wet or slippery surfaces, unusual/distracting noise, physical dangers or threats, and adverse weather conditions, as majority of work is performed in an outdoor environment.