COMPETITION

Position Information	
Position Title	**Visitor Services Attendant**
Generic Work Description Title	**Visitor Services Attendant**
Classification	**GS-MPS-04**
Location(s)	Riding Mountain Field Unit
Language Requirement	English Essential / Bilingual Imperative (_ _ B /_ _ B)
Type of Employment	Seasonal
Duration OR Length of Season	FTE: 0.34 - Approximately 18 weeks per year, normally from mid-May to mid-September or mid-June to mid-October).
Rate of Pay	From $20.54 to $22.33 per hour (currently under review)
Work Profile	Visitor services and revenue collection at entrance gateways, information/visitor centres, campgrounds, kiosks and on park area grounds to enhance the visitor experience.
Area of Consideration	Persons residing within a 400km radius of Wasagaming, Manitoba

General Information	
Selection Process Number	20130212-PKS-RMFU-OC-329 (English Essential) 20130212-PKS-RMFU-OC-330 (Bilingual Imperative)
Closing Date	**Applications must be received on or before 4:00 pm CST, March 6, 2013.**
General Enquiries	Shelley Neustater Human Resources Riding Mountain National Park, Wasagaming, MB R0J 2H0 email: Shelley.Neustater@pc.gc.ca Telephone: (204) 848-7210
Submit your application to:	Shelley Neustater By e-mail at Shelley.Neustater@pc.gc.ca OR By fax to 204-848-2596
Your application should clearly demonstrate that you meet all the requirements for the position and must include:	• your résumé; • your cover letter demonstrating clearly how you meet the requirements of the position; • indicating your preferred official language for correspondence and assessment; • copies of proof of education and driver's license. Applicants must clearly demonstrate in their cover letter how they meet the **Education** and **Experience** factors listed in the **Statement of Qualifications** (see below). Applicants must list both of these factors in their cover letter, and then write one or two paragraphs for each demonstrating how they

	meet these factors by providing concrete examples. 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 in the cover letter. Failure to clearly demonstrate in your cover letter how you meet the **Education** and **Experience** factors found on the **Statement of Qualifications** (see below), may result in the rejection of your application. Normally, applicants will not be solicited for incomplete or possible missing information.

Statement of Qualifications	
Language Requirement	English Essential and Bilingual Imperative (_/_/B)
Education	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 anticipating/meeting public needs, and resolving complaints • Experience in handling cash and operating point of sales • Experience in maintenance of facilities
Knowledge	• Knowledge of Parks Canada operations and the natural and cultural history of the specific park/site/marine conservation area • Knowledge of services, programs, emergency plans, visitor services operations and fees of the specific park/site/marine conservation area • Knowledge of the operation of automated cash and related computerized applications used to provide cashier services, prepare sales reports, compile statistics and registered reservations • General knowledge of visitor experience prevention guidelines • Knowledge of health and safety procedures at the work site
Abilities	**Attention to Detail** – Working in a conscientious, consistent and thorough manner (proficiency level 1: Recognizes obvious information) **Client Focus** – Providing service excellence to internal and/or external client (proficiency level 3: Provides added value) **Concern for Safety** – Identifying hazardous or potentially hazardous situations and taking appropriate action to maintain a safe environment for self and others (proficiency level 2: Makes recommendations to optimize a safe and healthy environment)

	Decision Making – Making decisions involving various levels of risk and ambiguity (proficiency level 2: Makes decisions by interpreting rules) **Enforcement** – Understanding and applying enforcement policies to detect violations of legislation, identify conditions and/ or persons responsible, and take appropriate action (proficiency level 2: Handles straightforward non-compliance situations) **Initiative** – Dealing with situations and issues proactively and persistently, seizing opportunities that arise (proficiency level 2: Addresses current issues) **Interactive Communication** – Listening to others and communicating articulately, fostering open communication (proficiency level 2: fosters two-way communication) **Problem Solving**– Identifying problems and the solutions to them (proficiency level 2: Solves basic problems)
Personal Suitability / Leadership Attributes	• Shares our vision • Makes things happen • Exercises sound judgement • Personally connects with people • Communicates effectively • Takes responsibility • Knowing yourself • Demonstrates integrity • Strives for excellence
Conditions of Employment	• Obtain and maintain a Reliability security clearance. • Maintenance of a valid class 5 driver's licence
Operational Requirements	The position requires the incumbent to: • Make moderate physical effort to sit and stand for prolonged periods and/or to clean facilities/grounds • Be exposed to variable weather conditions • Be exposed to noxious odors from car fumes; to dust, cleaning products and wet conditions • Be exposed to minor injury when performing cleaning and maintenance activities • Occasionally demonstrate tasks to others • Wear a Parks Canada uniform and abide uniform policy • Work shift work, and/or evenings, and/or weekends and/or statutory holidays and/or provincial/territorial holidays

Selection Process Notes

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.

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 organization's representative of your need for accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner.

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.