COMPETITION

Position Information	
Position Title	**Visitor Services Team Leader II**
Generic Work Description Title	**Visitor Services Team Leader II**
Classification	**PM-02**
Location(s)	Riding Mountain Field Unit
Language Requirement	Bilingual Imperative (BBB/BBB)
Type of Employment	Seasonal
Duration OR Length of Season	FTE: 0.50 - Approximately 26 weeks per year, normally from April to October.
Rate of Pay	From $51,777 to $ 55,784 per year (currently under review)
Work Profile	Plans, organizes, schedules, supervises and delivers visitor services operations to provide visitors of the park with opportunities to discover, appreciate, learn about and enjoy the place and its natural and/or cultural resources and understand their significance to Canada.
Area of Consideration	Persons residing within a 400km radius of Wasagaming, Manitoba

General Information	
Selection Process Number	20130212-PKS-RMFU-OC-327
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	Bilingual Imperative (BBB/BBB)
Education	A minimum of 2 years post-secondary education or acceptable combination of education, training and experience relevant to the position.
Experience	• Experience in planning and/or providing services to the public • Experience in assessing and ensuring quality of services • Experience in providing leadership, either when supervising employees or through other means • Experience in giving instructions and/or delivering training
Knowledge	• Knowledge of Parks Canada's vision, mandate and corporate objectives, especially as they relate to visitor experience in national parks, historic sites or marine conservation areas • Knowledge of program planning and delivery techniques and practices • Knowledge of scheduling, performance evaluation, recruitment and training processes • Knowledge of basic research methods and techniques • Knowledge of prevention guidelines and health and safety program
Abilities	**Analytical Thinking** – Analyzing and synthesizing information to understand issues, identify options, and support sound decision making (proficiency level 3: Analyses complex situations) **Business Perspective** – Using and understanding of business issues, processes and outcomes to enhance business performance (proficiency level 2: Makes recommendations to improve business operations) **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 4: Implements health and safety policies and procedures) **Initiative** – Dealing with situations and issues proactively and persistently, seizing opportunities that arise (proficiency level 2: Addresses current issues)addresses current **Interactive Communication** – Listening to others and communicating articulately, fostering open communication (proficiency level 2: Fosters two-way communication) **Managing Resources** – Manages resources (time, financial, human, physical and information) to achieve planned goals (proficiency level 2: Monitors the use of resources) **Planning and Organizing** – Developing, implementing, evaluating and adjusting plans to reach goals, while ensuring the optimal use of resources (proficiency level 2: Plans and organizes group activities) **Problem Solving** – Identifying problems and the solutions to them (proficiency level 3: Solves standard problems) **Team Leadership** – Assuming a leadership role in helping others achieve excellent results (proficiency level 2: Facilitates achievement of team results)
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 • Possession of a valid First Aid and CPR certification
Operational Requirements	The position requires the incumbent to: • Sit during extended periods (50-75% of the day) • Be exposed to variable weather conditions when moving between facilities and working outdoors • Be exposed to stress when responding to fluctuating, unpredictable visitor demands and requirements • Supervise a team of up to 20 persons at various locations within a park. • 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.