STATEMENT OF QUALIFICATIONS

Visitor Services Attendant
GS-MPS-04
20110919-PKS-RMFU-OC-287/288

Parks Canada Agency
Riding Mountain National Park

Applicants will be screened against the following criteria and must clearly indicate they meet those established criteria. Candidates will not be solicited for incomplete or (possibly) missing information. Failure to do so may result in your application being rejected.

Education:
A secondary school diploma or an acceptable combination of education, training and experience.

Language:
English Essential / Bilingual Imperative (B\B\B)

Experience:
- Experience in interacting with the public in a reception/orientation capacity
- Experience in anticipating/meeting public needs, resolving complaints, anticipating/detecting incidents and finding solutions
- Experience in handling cash and operating point of sales
- Experience in maintaining/restocking supplies and equipment
- Experience in the general maintenance of facilities

IF YOU MEET ALL OF THE ABOVE, YOU MAY BE INVITED TO THE NEXT STEP OF THE ASSESSMENT PROCESS. AT THAT TIME, YOU WILL BE RATED AGAINST THE FOLLOWING CRITERIA:

Knowledge:
- Knowledge of Parks Canada operations and the natural and cultural history of Riding Mountain National Park
- Knowledge of services, programs, emergency plans, visitor services operations and fees of Riding Mountain National Park
- Knowledge of the operation of automated cash and related computerized applications used to provide cashier services, prepare sales reports, compile statistics and registered reservations

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:
- Shares our vision
- Makes things happen
- Exercises sound judgment
- Personally connects with people
- Communicates effectively
- Takes responsibility
- Knowing yourself
- Demonstrates integrity
- Strives for excellence

Conditions of Employment:
- Reliability Status
- Possession of a valid class 5 Driver’s Licence or equivalent

Operational Requirements:
The position requires the incumbent to:
- Wear a Parks Canada uniform as per the uniform policy
- Work shift-work, and/or weekends, and/or statutory holidays and provincial/territorial holidays
- Work and/or travel in varied terrains, weather conditions, isolated locations and by various means of transportation
- 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 odours from car fumes; to dust, cleaning products and wet conditions
- Occasionally demonstrate tasks to others

(Ces renseignements sont disponibles en français sur demande.)