

Public Service Resourcing System

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Visitor Services Attendant II

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Reference number: CAP24J-018783-000002
Selection process number: 2025-CAP-CBC-PR-EA-006

Parks Canada - Coastal BC Field Unit, Pacific Rim National Park Reserve
Bamfield (British Columbia), Pacific Rim (Tofino) (British Columbia), Pacific Rim (Ucluelet) (British Columbia), Pacific Rim National
Park Reserve of Canada (British Columbia), Vancouver Island - Other locations (British Columbia)
GS-MPS-04
40 hours a week, approximately May to October 2025
\$27.47 to \$29.85 per hour (currently under review)
For further information on the organization, please visit [Parks Canada](#)

Closing date: 9 January 2025 - 23:59, Pacific Time

Who can apply: Persons residing or employed in Ucluelet, BC and within a 220 kilometre radius of Ucluelet, BC, within Canadian territory, extending to, amongst others: Bamfield, Port Renfrew, Victoria, Fort Langley, Maple Ridge, Port McNeill, B.C.

Parks Canada Agency considers applications from individuals who have legal status to work in Canada. Please indicate in your application the reason for which you are entitled to work in Canada: Canadian citizenship, permanent resident status, or work permit.

Important messages

We are committed to providing an inclusive and barrier-free work environment, starting with the hiring process. If you need to be accommodated during any phase of the evaluation process, please use the Contact information below to request specialized accommodation. All information received in relation to accommodation will be kept confidential.

Assessment accommodation

✦ If at any point you are struggling with your application or have questions about what we are asking for, please reach out to the contact listed at the bottom of this poster. Persons who are unable to apply on-line must contact the person listed below prior to the closing date.

✦ For tips to navigate the application process step by step, refer to the following site: <https://www.youtube.com/watch?v=0GW7P3g9hhI>.

✦ Tips for applicants:

- Please provide complete and thorough details of your education and experience.
- Do not assume that the screening board has any previous knowledge of your background, qualifications, or work history. You must be specific and provide concrete examples/details for each Experience element, as applications will be screened only on the information provided.
- Failure to provide sufficient information may result in your application being screened out of the competition.

✦ Diversity and inclusion have always been at the core of our values. Diverse teams bring different perspectives and creative ideas that benefit our clients, the communities we serve and all of us as colleagues. We welcome applications from individuals with diverse abilities and from all backgrounds and identities.

Duties

★ Welcome to Pacific Rim National Park Reserve, where nature is at your back door! Experience the west coast of Vancouver Island in all its glory. We are currently seeking hardworking team members to join the Visitor Experience team in Pacific Rim National Park Reserve, and help visitors discover the natural treasures protected and presented by Parks Canada. Pacific Rim National Park Reserve receives over a million visitors every year!

If you are skilled at fostering open communication, identifying problems and finding solutions, dealing with situations proactively and persistently and taking initiative, this job may be for you! Working as a front-line staff you can expect a fast-paced work environment where you will enjoy the opportunity to share your passion for the protection of the environment with visitors. Present this amazing National Park Reserve to visitors by providing information and orientation on our programs, services, and features. You will register campers, collect fees, ensure compliance with our policies in relation to wildlife, visitor safety and with the different fee, and help resolve visitor complaints.

In the West Coast Trail Unit, you will be stationed either in the Gordon River or Pachena Bay WCT hiker registration facility. In the Long Beach Unit, you will rotate between different facilities/campground and perform compliance rounds throughout the parking lots of the National Park Reserve. Furthermore, you will create reports, solve minor IT issues, enter data, and provide feedback to improve visitor services. The ability to communicate effectively and to be able to work as a team is critical to your success.

Work environment

✦ Parks Canada is a federal government agency responsible for the protection and presentation of Canada's outstanding natural and cultural resources through a system of national parks, national marine conservation areas and national historic sites in all regions of Canada.

Intent of the process

👉 This process will be used to create a pool of qualified candidates to staff similar positions with various tenures, security levels or linguistic requirements in same or other parts of the country.

Positions to be filled: Number to be determined

Information you must provide

Your résumé.

In order to be considered, your application must clearly explain how you meet the following (essential qualifications)

🎓 EDUCATION:

A secondary school diploma, OR an acceptable combination of education, training and/or experience or traditional knowledge relevant to the position.

Degree equivalency

👛 EXPERIENCE:

- Experience in interacting with the public in a reception/orientation capacity in a fast-paced environment.
- Experience in anticipating/meeting public needs and resolving complaints and anticipating/ detecting incidents and finding solutions.
- Experience handling cash and operating a point of sales and/or reservation system and solving minor IT issues.

The following will be applied / assessed at a later date (essential for the job)

Various language requirements
English Essential or Bilingual

Information on language requirements

📚 KNOWLEDGE:

• Knowledge of Parks Canada mandate, operations and the natural and cultural history of Pacific Rim National Park Reserve as well as the programs offered, regulations, and visitor safety messaging in relation to wildlife and visitor safety.

💡 ABILITIES:

- Attention to Detail – Working in a conscientious, consistent and thorough manner (Recognizes obvious information).
- Client Focus – Providing service excellence to internal and/or external client (Provides added value) including third party stakeholders.
- Concern for Safety – Identifying hazardous or potentially hazardous situations and taking appropriate action to maintain a safe environment for self and others (Makes recommendations to optimize a safe and healthy environment).
- Initiative – Dealing with situations and issues proactively and persistently, seizing opportunities that arise (Addresses current

issues).

- Problem Solving– Identifying problems and the solutions to them (Solves basic problems).
- Ability to operate a point of sale and/or reservation system and address minor IT issues.

★ PERSONAL SUITABILITY:

- Exercises sound judgment.
- Personally connects with others.
- Takes Responsibility.

The following may be applied / assessed at a later date (may be needed for the job)

📁 ADDITIONAL QUALIFICATIONS:

- Experience working collaboratively in a small team environment.
- Understanding and applying policies and detecting their violations.
- Knowledge of First Nations traditional territories within Pacific Rim National Park Reserve.

Conditions of employment

✓ CONDITIONS OF EMPLOYMENT: (Must be met prior to employment)

- Obtain and maintain Reliability Status security clearance.
- Possession of a valid class 5 Driver's License.

📁 OPERATIONAL REQUIREMENTS:

The position requires the incumbent to:

- Make moderate physical effort to sit and/or stand for prolonged periods and/or to clean facilities/grounds.
- Be exposed to noxious odors from car fumes, to dust, cleaning products and wet conditions.
- Be exposed to variable weather conditions.
- Be exposed to stress when responding to fluctuating, unpredictable visitor demands and requirements.
- Be exposed to minor injury when performing cleaning and maintenance activities.
- Occasionally demonstrate tasks to others.
- Wear a Parks Canada uniform and abide by uniform policy.
- Work shift work, and/or evenings, and/or weekends and/or statutory holidays and/or provincial/territorial holidays at a variety of locations.
- Work in a fast-paced work environment.

Other information

The Public Service of Canada is committed to building a skilled and diverse workforce that reflects the Canadians we serve. We promote employment equity and encourage you to indicate if you belong to one of the designated groups when you apply.

[Information on employment equity](#)

♦ The Parks Canada Agency is established as a separate employer in the Federal Public Service under the Financial Administration Act. Persons appointed to the Agency continue to be part of the Public Service. The Parks Canada Agency operates under its own human resources framework outside of the Public Service Employment Act and in line with values of fairness, competence and respect, and its operating principles.

♦ 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.

♦ Persons are entitled to participate in the appointment process in the official language of their choice.

♦ Travel cost for individuals who are not Federal Public Servants will not be covered.

We thank all those who apply. Only those selected for further consideration will be contacted.

Contact information

Josee Tremblay, Visitor Services Team Leader II

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250-726-3500

[Back](#)

Date modified:

2024-11-28