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# Visitor Services Assistant (Student)

**Reference number:** CAP22J-034794-000014

**Selection process number:** 2022-CAP-CBC-PR-STUDENT-303

Parks Canada - Coastal BC Field Unit, Pacific Rim  
National Park Reserve  
Ucluelet (British Columbia), Port Renfrew (British  
Columbia)

SU-01 - Visitor Services Assistant (Student)  
Full time from approximately May to September  
2023

\$16.00 to \$25.52 per hour (based on academic  
level)

For further information on the organization, please  
visit [Parks Canada](#)

**Closing date: 4 January 2023 -  
23:59, Pacific Time**

**Who can apply:** • Applicants must be registered in  
a recognized secondary school, university, college or  
CEGEP education program. Proof of student status  
will be required.

Parks Canada Agency considers applications from  
students 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.

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## **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

When you apply to this selection process, you are not applying for a specific job, but to an inventory for future vacancies. As positions become available, applicants who meet the qualifications may be contacted for further assessment.

### PLEASE NOTE:

- Living accommodations are not provided.
- You will be required to cover all travel expenses to and from the location of work.

We will only accept on-line applications received via the jobs.gc.ca site. Persons who are unable to apply on-line must contact cotec-betudiant-coastalbcstudent@pc.gc.ca prior to the closing date.

To submit an application on-line, please select the button "Apply Online" below.

## **Duties**

Pacific Rim National Park Reserve receives over a million visitors every year! As a Visitor Services Assistant in Pacific Rim National Park Reserve, you will provide professional customer service to engage visitors in learning about, enjoying, and connecting to the natural and cultural heritage found within the National Park Reserve. Working as a front-line staff you can expect a fast-paced work environment. In this role, you will greet visitors, provide comprehensive visitor information, and provide orientation related to our many facilities,

services and programs whether it is in person, by phone, or electronically. You will register campers, ensure compliance to our policies, collect fees and sell merchandise. In the Long Beach Unit, you will rotate between our various visitor information centers and the campground and perform compliance rounds throughout the National Park Reserve. You will resolve visitor concerns and/or complaints. In addition, you may also perform patrols on the beach alongside Coastal Stewards, for instance, to enforce dog off leash regulation and to ensure public safety. In the West Coast Trail Unit, you will be stationed either in the Gordon River or Pachena Bay WCT hiker registration facility. You will be delivering up-to-date information to visitors to the WCT in person, by phone or electronically. The ability to communicate effectively and to be able to work as a team is critical to your success. Furthermore, you will, create reports, solve minor IT issues, enter data and provide feedback to improve visitor services.

## **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.

At Parks Canada, providing service to visitors and the public, and maintaining our facilities to a high standard, is a key part of what we do. Are you passionate about the outdoors? Do you provide high quality service? And are you keen to share your knowledge and experience with the public? A summer job as a Parks Canada team member might be right for you!

## **Intent of the process**

The intent of this process is to hire students for the summer 2023. We will only contact students who demonstrate clearly in the screening follow-up questions that they possess the education and experience required for this opportunity.

The results may be used in the future to fill other temporary student vacancies that may arise in Coastal BC Field Unit, in various locations, with full or part-time hours for various tenures, depending on status of the selected candidate.

**Positions to be filled:** Number to be determined

## **Information you must provide**

Your résumé.

Contact information for 2 references.

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

- Proof of education will be required at time of interview.

### Degree equivalency

#### EXPERIENCE:

- Experience in interacting with the public in a reception/orientation/front-line service capacity.
- Experience in anticipating/meeting public needs, resolving complaints, and anticipating/detecting incidents and finding solutions.
- Experience handling cash and operating point-of-sales, preparing sales reports and compiling statistics and solving minor IT issues.

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

English essential

## Information on language requirements

### KNOWLEDGE:

- Knowledge of Parks Canada operations and the natural and cultural history of Pacific Rim National Park Reserve as well as the programs offered, and visitor safety messaging.

### SKILLS & ABILITIES:

- Ability to problem solve and formulate creative solutions.
- Initiative – Dealing with situations and issues proactively and persistently, seizing opportunities that arise (Addresses current issues).
- 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).

### PERSONAL SUITABILITY:

- Takes responsibility.
- Exercises sound judgement.
- Strives for excellence.
- Personally connects with others.

## **Conditions of employment**

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

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 odours 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.
- Proof of enrollment in a post-secondary institution (done at time of hiring).

## **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

For tips to navigate the application process step by step, refer to the following site:

<https://www.youtube.com/watch?v=0GW7P3g9hhI>.

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. In support of achieving a representative workforce, preference may be given to qualified candidates who self-identify as belonging to an employment equity group such as Indigenous peoples, persons with disabilities, LGBTQ2+ youth, rural youth, and members of racially minoritized groups and encourage applicants to self-identify in their application.

Please submit your completed application, including all of the above-mentioned documentation. Failure to do so may result in your application being rejected.

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.

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.

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.

You must meet all essential qualifications in order to be appointed to the position. Other qualifications may be a deciding factor in choosing the person to be appointed. Some essential and other qualifications will be assessed

through your application. It is your responsibility to provide appropriate examples that illustrate how you meet each qualification. Failing to do so could result in your application being rejected.

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

**Date modified:**

2022-10-07