



Public Service Resourcing System

[Logout](#)

Visitor Experience Assistant - Student & Youth

Re
st

Reference number: CAP24J-034794-000027
Selection process number: 2025-CAP-CBC-PR-EA-005

Parks Canada - Coastal BC Field Unit
Pacific Rim (Tofino) (British Columbia), Pacific Rim (Ucluelet) (British Columbia), Pacific Rim National Park Reserve of
Canada (British Columbia)
SU-01 - student

Full-time work for May to August 2025 / 37.5 hours per week
\$24.18 per hour (Starting salary. An increase may be offered based on education level and previous Parks Canada experience.)
For further information on the organization, please visit [Parks Canada](#)

Closing date: 2 January 2025 - 23:59, Pacific Time

Who can apply: Candidates must be between the ages of 15 to 30 (inclusive), and must be Canadian citizens, permanent residents, or persons who have been granted refugee status in Canada.

Note: It is not required that participants be students.

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.

✦ Parks Canada is dedicated to building a diverse and inclusive workforce and is proud to be part of the Government of Canada's Youth Employment and Skills Strategy (YESS). Parks Canada's YESS program supports the creation of additional job opportunities each year, with a particular focus on underrepresented youth. In support of this initiative, preference may be given to qualified candidates who self-identify as Indigenous, Racialized, or Youth with Disabilities, as well as youth facing other barriers to employment. Your self-identification information is confidential and will not affect your employment with Parks Canada.

Who can apply? To be eligible to the YESS, you must be:

- Between 15 and 30 years old; and
- A Canadian citizen, permanent resident or person who has been granted refugee status in Canada.

Note: It is not required that participants be students.

✦ Parks Canada housing is not available. Applicants are responsible for their own housing, food, transportation and other costs. Applicants are responsible for their own transportation to and from work.

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!

As a Visitor Services Assistant, you will register campers, collect fees, ensure compliance to our policies in relation to wildlife, visitor

safety and with the different fees. You will rotate between our various visitor information centers, our campground, and perform compliance rounds throughout our parking lots of the National Park Reserve. You will address visitor concerns and/or complaints with the help of your coworkers. You will provide prevention and education messaging related to common coastal risk factors to visitors. Furthermore, you will create reports, solve minor IT issues, enter data, and provide feedback to improve visitor services. As front-line staff you can expect a fast-paced work environment. 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.

At Parks Canada, presenting, educating and sharing the stories of national parks and historic sites to the public is a key part of what we do.

Are you motivated? Creative and energetic? A strong communicator? Do you enjoy nature and history? 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 and youth for the summer 2025 (approximately 13 to 15 weeks between May and August, 2025).

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

Positions to be filled: Number to be determined

Information you must provide

Your résumé.

Contact information for 3 references.

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

🎓 EDUCATION :

A high school diploma or an acceptable combination of education, training and experience in the field related to the position

Degree equivalency

👛 EXPERIENCE:

- Experience working with the public
- Experience providing information to and resolving complaints/problems for the public.
- Experience handling cash and operating point-of-sales.

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

English or French

Information on language requirements

📖 KNOWLEDGE:

- Knowledge of marine and wildlife related hazards.

💡 ABILITIES AND SKILLS:

- Ability to take initiative and problem solve.
- Attention to detail.
- Ability to provide customer service.
- Safety awareness.

★ PERSONAL SUITABILITY:

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

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

📄 ASSET (ADDITIONAL) QUALIFICATIONS:

- Understanding and applying policies and detecting their violations.

Conditions of employment

- Obtain and maintain Reliability Status security clearance.
- Possess and maintain a valid class 5 or class 7-N driver's license.

📁 OPERATIONAL REQUIREMENTS:

- 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

✦ Parks Canada 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. Parks Canada 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.

✦ You may be assessed using a variety of assessment tools, such as, but not limited to: written exams, interviews, reference checks, recent and past performance assessments, self-assessments, and candidate achievement records, among others. All information obtained throughout the selection process, from the time of application to close of process, may be used to evaluate the candidates.

✦ Each person is entitled to participate in the appointment process in the official language of their choice.

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

🏆 The Parks Canada team is proud to be recognized by Forbes as one of Canada's Best Employers (2024).

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

Contact information

Josee Tremblay, Visitor Services Team Leader

josee.tremblay@pc.gc.ca

250-726-3500

Back

Date modified:

2024-12-13