

Job Specification

Position Title: GATE ATTENDANT
Job Code: 03OAD - Office Administration 03
Job ID: 148985

Purpose of Position :

Under the general supervision of the Assistant Park Superintendent and group leadership of the Park Operations Technical Specialist and Head Gate Attendant, to provide clerical and information services associated with the issuing of park permits/licenses and reconciliation of funds received in the day-to-day operation.

Duties / Responsibilities :

1. Provides clerical and information services associated with issuing of park permits/licenses and reconciliation of funds by:
 - issuing and filing day use, camping (i.e. campsite, interior, group), additional vehicle, bus and annual park permits and fishing licenses;
 - collecting park fees and recording all funds received, balancing cash with permits sold;
 - registering park users and reporting revenues via the computerized campground information system (CAMIS);
 - providing information to park visitors regarding park layout, facilities, programs, activities, events, rules and regulations as well as answering general inquiries;
 - completing Daily Sales summaries;
 - conducting park surveys and park travel reports;
 - recording compliments and complaints;
 - taking messages, reservations in person and via telephone;
 - delivering messages to campers and park staff within the campground;
 - providing first aid and emergency services;
 - promoting user compliance with park rules and regulations through public contact and through presentations to park visitors and outfitters regarding the appropriate use of park resources and general wilderness etiquette;
 - acting upon, recording and reporting problems, violations and complaints to the park duty officer;
 - providing back-up support to the Gate Attendant – Entry Station and Head Gate Attendant – in the provision of communication services outside of regular office hours to the remote stations via radio (including ground to air), satellite phone or cell phone;
 - maintaining entry station area in a neat and tidy manner, including performing various housekeeping duties as required;
 - maintaining familiarity with park attractions and facilities by participating in orientations and field trips, including day and overnight hikes and canoe trips (e.g. annually walking on area trails and paddling to Beach area);
 - assisting in the training and leadership of regular and Summer Experience Program students and volunteers, as required.
- 2 Performs other related duties such as:
 - assisting other members of the Park team during vacation/sickness and other peak workload periods;
 - assisting in other Ministry program areas as required;
 - as assigned.

NOTE: The incumbent shall, while in the workplace, conduct themselves in compliance with the Occupational Health and Safety Act and any workplace practices as directed by their immediate supervisor. The incumbent shall report any hazards of which they are aware to their immediate supervisor.

Knowledge :

Knowledge of park programs, services, operating regulations and applicable policies and procedures in order to issue permits/licenses and provide information to park visitors. Knowledge of office procedures and general clerical processes and ability to operate a variety of office machines and equipment. Knowledge of worker responsibilities as outlined in the Occupational Health and Safety Act. Good interpersonal, and oral and written communication skills to provide effective customer service and prepare correspondence. Good organizational, mathematical and cash handling skills. Data entry skills to Ministry Standards. Knowledge of and ability to use personal computers including corporate software applications (e.g. CAMIS). Ability to work

shifts, weekends and statutory holidays as per schedule. Valid Emergency First Aid Certificate. Valid Restricted Radio-Telephone Operator's Certificate.