

Public Service Resourcing System

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Visitor Services Attendant

Reference number: CAP18J-011557-000229

Selection process number: 2018-CAP-GBOE-BPFF-SEAS-RM-OC-062

Parks Canada - Bruce Peninsula National Park / Fathom Five National Marine Park
Tobermory (Ontario)

GS-MPS-03 - GS-MPS-04

Stream 1: Visitor Services Attendant 1 GSMPS03 - \$21.79 - \$23.67 (under review)

// Stream 2: Visitor Services Attendant II GSMPS04 - \$22.91 - \$24.90 (under review)

Acting, Assignment, Specified Period, Seasonal

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

Closing date: 25 January 2019 - 23:59, Pacific Time

Who can apply: Open to persons residing or working within a 60km radius of Tobermory, Ontario. Should an insufficient number of persons apply, those residing or working within a 100km radius will be considered therefore, those interested in the position within the larger area of consideration should apply.

The distance between your residence or your employment location and the position location will be determined -using data provided by the Natural Resources Canada, Geomatics Canada's website. For information on how to use this website, please visit: <http://jobs-emploi.gc.ca/centres/rd-ry-eng>

NOTE from SON: DISTANCE RESTRICTIONS DO NOT APPLY TO SAUGEEN OJIBWAY MEMBERS

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

Duties

Stream 1 & 2

Greet visitors and provide information and orientation related to facilities, services, programs, features, regulations, safety precautions and protection objectives.

Stream 2

Visitor services and revenue collection at entrance gateways, information/visitor centres, campgrounds, kiosks and on park or marine conservation area grounds to enhance the visitor experience.

Intent of the process

This process is intended to fill existing vacancy(ies) but may be used to fill anticipated vacancy(ies) with the same or similar work description and language requirements, including indeterminate (permanent) and term opportunities, or in different locations.

Positions to be filled: 1

Information you must provide

Your résumé.

A covering letter in 3,000 words (maximum)

Contact information for 3 references.

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

Stream 1 & 2:

Secondary school diploma or an acceptable combination of education, training and/or experience

Degree equivalency

EXPERIENCE

Stream 1 and 2:

- Experience in interacting with the public in a reception/orientation capacity
- Experience in anticipating/meeting public needs, resolving complaints

- Experience in anticipating/detecting incidents and finding solutions
- Experience in maintaining buildings/facilities
- Experience in maintaining/restocking supplies and equipment

Stream 2:

- Experience handling cash and operating point of sale equipment

If you possess any of the following, your application must also clearly explain how you meet it (other qualifications)

ADDITIONAL QUALIFICATIONS

- Experience working as part of the visitor services operations with Parks Canada Agency
- Recent* experience in interacting with the public in a reception/orientation capacity
- Recent * experience in maintaining buildings/facilities

Stream 2

- Recent* experience handling cash and operating point of sale equipment

Recent* experience is defined as 2 year (consecutive or non-consecutive) gained in the past 4 years

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

Various language requirements

Bilingual positions, level __ B / __B__, imperative to appointment

English essential

[Information on language requirements](#)

ABILITIES

- Ability to work in a team environment
- Ability to work with minimal supervision
- Ability to problem solve
- Ability to use computerized applications (e.g. Microsoft Word, Excel, Lotus Notes)
- Ability to communicate effectively orally
- Ability to communicate effectively in writing

Stream 2:

- Ability to handle cash and operate point of sale equipment

PERSONAL SUITABILITY

- Concern for safety
- Detail-oriented
- Makes things happen
- Exercises sound judgment
- Personally connects with people
- Takes responsibility

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

OPERATIONAL REQUIREMENTS

All Streams

- Willingness to wear a Parks Canada uniform when required and Personal Protective Equipment
- Willingness to work irregular hours, overtime, weekends and/or statutory holidays and provincial/territorial holidays, when required;
- Willingness to work and/or travel in varied terrain, weather conditions, isolated locations and by various means of transportation
- Willingness to obtain and maintain Workplace Hazardous Materials Information System (WHMIS) certification
- Willingness to obtain and maintain First Aid and Cardiopulmonary Resuscitation (CPR) certification
- Perform certain physical tasks as per job requirements (e.g. lifting up to 20 lbs; carrying 20-25 lbs; pushing/pulling up to 50 lbs)
- Make moderate physical effort to sit/ 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 minor injury when performing cleaning and maintenance activities
- Occasionally demonstrate tasks to others

Conditions of employment

Reliability Status security clearance

- Obtain and maintain a valid Driver's License

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

HOW TO APPLY

You are required to submit your application online.

There are two streams so candidates must identify which stream they are applying for (or all) and ensure they provide details on the elements for the respective stream.

1. COVER LETTER

Applicants must clearly demonstrate in their cover letter how they meet the Education and Experience factors listed in the essential and additional qualifications (where applicable). Applicants must list both of these factors in their cover letter, and then write one or two paragraphs for each demonstrating how they meet these factors by providing concrete examples.

Please note that it is not sufficient to only state that these factors are met or to provide a listing of current or past responsibilities.

Failure to clearly demonstrate in your cover letter how you meet the Education and Experience factors may result in the rejection of your application.

Normally, applicants will not be solicited for incomplete or possible missing information.

Candidates will be asked to provide proof of their education credentials at a later date.

2. RESUMÉS

Resumés will be used ONLY as a secondary source to validate the experience described in the cover letter.

3. OTHERS (if applicable)

Please identify clearly your substantive group and level and your employment status on your resumé and/or application form.

ASSESSMENT

- A written examination may be administered
- An interview will be administered
- Reference checks will be sought

Persons are entitled to participate in the appointment process in the official language of their choice. Applicants are asked to indicate their preferred official language in their application.

Parks Canada Agency considers applications from all 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.

If you require accommodation at any stage of the process, please advise us as soon as possible.

Those selected for an interview should be prepared to provide the following information:

- Names of their references
- Proof of education credentials, in the form of a diploma or official transcript.

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

ADDITIONAL INFORMATION

PLEASE NOTE: Our intention is to communicate with candidates via e-mail for screening/assessment purposes (including issuing screening results, and sending invitations for written tests and interviews). Candidates who apply on this selection process must include in their application a valid e-mail address and make sure that this address is functional at all times and accepts messages from unknown users. It is the candidate's responsibility to provide any changes to their personal information to the contact indicated on this job advertisement.

The essential qualifications that are listed in the statement of merit criteria are mandatory. A pass mark will be established for each. Applicants may be appointed to the position even though he/she does not meet any or all of the asset qualifications. However, meeting these criteria is desirable and may be a deciding factor in choosing the person to be appointed. In the event that there are as many applicants who meet the essential qualifications as there are vacancies, the manager may decide not to assess some or all of the asset qualifications.

Successful candidate(s) must meet and maintain the conditions of Employment throughout their employment.

Persons who have received pay in lieu of unfulfilled surplus period, a Transition Support

Measure (TSM) or an Educational Allowance and are re-appointed to the Parks Canada Agency are required to reimburse an amount corresponding to the period from the effective date of such reappointment or hiring, to the end of the original period for which the TSM and education allowance was paid. Please contact (Name of HRM), Human Resources Manager if you are one of these individuals to find out how this applies to your particular situation.

Persons who are in receipt of a Canadian Government Public Service pension and are considering this employment opportunity with the Parks Canada Agency, should contact the PWGSC Public Service Pension Centre (1-800-561-7930) in order to determine the impact of an appointment on their pension benefit entitlements.

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.

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. We encourage women, Aboriginal peoples, persons with disabilities and members of a visible minority group to self-identify in their cover letter.

The Public Service of Canada is committed to building a skilled, diverse workforce reflective of Canadian society. As a result, it promotes employment equity and encourages candidates to indicate voluntarily on their application if they are a woman, an Aboriginal person, a person with a disability or a member of a visible minority group.

The Public Service of Canada is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to a job opportunity or testing, you should advise the Public Service Commission or the

departmental official in a timely fashion of the accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

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

Contact information

Wanda Burdett, Human Resources Assistant

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Date modified:

2018-12-13