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# Student, Visitor Services Assistant

[Share this page](#)**Reference number:** CAP18J-013461-000020**Selection process number:** 2018-CAP-CBCFU-STUD-200104-339

Parks Canada - Gulf Islands National Park Reserve, Pacific Rim National Park Reserve

North Pender Island (British Columbia), Pacific Rim National Park Reserve of Canada (British Columbia), Sidney (British Columbia)

SU-01 - (Student Position) Visitor Services Assistant

Full-time work approximately May 6 – August 23, 2019/ 40 hours per week  
\$14.43 to \$17.64 per hour (salary under review)

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

**Closing date: 4 February 2019 - 23:59, Pacific Time**

**Who can apply:** To be eligible, you must be:

- Registered as a full-time, post-secondary student in a recognized institution
- Returning to full-time studies in the next academic term
- Between the ages of 16 and 30 to be hired for a student job (Young Canada Works/Green Initiative funded positions \*\* non co-op funded ).
- The minimum age to work in the province where the job exists (Federal Student Work Experience positions).
- Some positions require a valid Emergency First Aid and CPR certification by the start of the work term (May 2019);
- Some positions require a valid class 5 driver's license;
- 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.

Please specify on your application if you are applying for positions Gulf Islands National Park Reserve (Sidney and/or North Pender); Pacific Rim National Park Reserve (Ucluelet, BC and/or Port Renfrew, BC ). If you are applying for more than one location, please state your preference.

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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

PLEASE NOTE:

- Living accommodations are not provided. - Students will be required to cover all travel expenses to and from the location of work.
- Interviews for the position: Visitor Services Assistant, will be held in February 2019
- While online application is the preferred method, your application can also be sent by e-mail to the following address: [pc.cotec-betudiant-coastalbcstudent.pc@canada.ca](mailto:pc.cotec-betudiant-coastalbcstudent.pc@canada.ca) in which case you must indicate the process reference number / work location(s).

## Duties

Stream 1 - Visitor Services Assistant (Gulf Islands National Park Reserve).

As a Visitor Services Assistant in Gulf Islands National Park Reserve, your work is focused on facilitating exceptional national park experiences by interacting with visitors, selling camping permits and firewood, registering campers at campgrounds and boaters at mooring buoys, cleaning and maintaining campgrounds, as well as providing information about the park reserve in person, by phone, or electronically. Your daily schedule involves working

closely with other team members as you travel to National Park Reserve campgrounds and boating facilities, the majority of which are in stunning island locales. Sidney, BC.; North Pender, BC

Stream 2 - Visitor Services Assistant (Pacific Rim National Park Reserve).

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. You will rotate between our different visitor information centers and campground. You may also do compliance rounds in the different parking lots of the National Park Reserve. 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. You will need to be able to resolve visitor problems and complaints. The ability to communicate effectively and to be able to work as a team is critical to your success. Furthermore, you will need to provide feedback and make suggestions to improve visitor services. Ucluelet, BC.; Port Renfrew, BC

From the work locations currently listed on the poster, please clearly identify the work location(s) in which you are prepared to work.

## **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**

The intent of this process is to hire students for the summer 2019. 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: 6**

## **Information you must provide**

Your résumé.

A covering letter in 5,000 words (maximum) "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."

Contact information for 3 references.

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

Education:

- Applicants must have completed one year of full-time post-secondary education by May 2019.

### 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

## **The following will be applied / assessed at**

## **a later date (essential for the job)**

Various language requirements

English and bilingual

### Information on language requirements

Knowledge:

- Knowledge of Parks Canada places and its mandate, objectives and programs
- Knowledge of the principles of handling cash and doing cash transactions as well as sales reports and preparing bank deposits.

Abilities and Skills

- Ability to provide high quality customer service
- Ability to work independently, and as a part of a team
- Ability to problem solve and formulate creative solutions

Personal Suitability:

A team player who personally connects with people, takes responsibility, makes things happen, exercises sound judgement

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

Experience:

- Experience in the cleaning and maintenance of facilities (Gulf Islands National Park Reserve position)

## **Conditions of employment**

- Proof of enrollment in a post-secondary institution (done at time of hiring).
- Obtain and maintain Reliability Status security clearance (done at time of hiring).
- Willingness to use safe work practices (training and terms of use provided).
- Willingness to wear the appropriate Parks Canada uniform and safety equipment.
- Willingness to work outdoors and stand/walk for extended periods of time (sometimes in adverse weather conditions).
- 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 and weather conditions by various means of transportation;
- Possession of a valid Class 5 Drivers 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

Persons who have a priority entitlement as defined by the Parks Canada Agency Priority Policy and Guidelines will be considered first.

Interviews will be conducted – Written test(s) may be administered - Reference checks will be conducted.

You will be required to show how you demonstrate the essential qualifications and additional qualifications (i.e. Education, Experience and/or Occupational Certification) for the initial screening through your resume, cover letter, and/or in answering online screening questions. It is NOT sufficient to only state that the qualifications are met or to provide a listing of current or past responsibilities. Rather you must clearly demonstrate HOW, WHEN, and WHERE the qualification was met through substantiated examples. Information on your described skills, experience, etc. provided in a cover letter or screening questions should be supported by your resume. Failure to provide the above information in the format required may result in your application being rejected from the process.

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.

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

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

## Contact information

### Human Resources

[pc.cotec-betudiant-coastalbcstudent.pc@canada.ca](mailto:pc.cotec-betudiant-coastalbcstudent.pc@canada.ca)

## [Apply online](#)

### Date modified:

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