



Position Title: Visitor Services Assistant

Position Status: Auxiliary (This position to last not later than December 31, 2022)

Department: Parks & Environment

Employee Group: Teamsters Local 31

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: PG T19 \$30.94 - \$36.39 Hourly

Our Parks & Environment Department is seeking a Visitor Services Assistant who will provide customer service and business support services to the Visitor and Operations Services division in the Regional Parks Department. You will be coordinating field trips and watershed tours, processing special event and filming applications, booking facilities and programs, and assisting with commercial use and concession contracts.

You are:

- able to think creatively and problem solve;
- computer savvy;
- an excellent communicator;
- able to efficiently organize, coordinate, track and complete multiple tasks as well as adjust to changing priorities.

This role:

- Identifies, proposes and discusses potential smaller scale business and revenue opportunities with a superior and/or other staff; in conjunction with others evaluates feasibility and, upon approval plans, develops and coordinates the implementation of the business or revenue generating activity.
- Collects, assembles, analyzes and summarizes data related to parks facilities, usage, fees, revenues and filming activities; reviews and makes recommendations on policies, by-laws, fees and promotions related to parks usage and revenue generation.
- Monitors commercial use and concession contracts in regional parks; assists in determining standardized requirements for concession and caretaker contracts; follows up on problems regarding contract performance and service related problems; responds to inquiries from staff regarding contract provisions.
- Reviews and coordinates approval of filming applications for MVRD-owned sites; advises filming representatives of requirements, standards of conduct, regulations and fees; ensures applicants' compliance with by-laws, regulations, insurance and permit requirements; determines appropriate fees, prepares invoices and accepts payments; liaises with other staff on issues and evaluations related to film site supervision by contractors.

- Establishes and maintains effective working relations with internal and external contacts with respect to filming and the use of regional parks; assists persons seeking information; explains and interprets rules, regulations and policy; responds to complaints, resolves conflicts and takes corrective action within defined limits.
- Handles public bookings for regional parks; responds to inquiries concerning parks recreational usage, facilities and services; assesses individual requirements and actively promotes and recommends suitable locations and services; informs of regulations, restrictions and applicable charges; determines eligibility for fee waiver requests; ensures insurance and permit requirements are met; establishes conditions and terms of contract; liaises with parks operational staff regarding available facilities, events coordination and customer service.
- Prepares and/or coordinates the production of a variety of written and graphic promotional and informational materials such as advertisements, posters, displays, handouts; participates in planning, evaluating and implementing marketing activities for facilities, filming and events.
- Maintains and updates a variety of information systems related to program activities and bookings; enters, edits, manipulates and extracts data; creates or modifies spreadsheet formulae; sets up report and graph formats; prepares data summaries; identifies weaknesses in available information and data; researches, recommends and implements improvements to technology and systems.
- Participates in the processing and assignment of volunteers for parks programs; maintains and updates a volunteer register; ensures for the conduct of criminal records checks and completion of required documentation; performs reference checks; participates in volunteer orientation sessions; matches and provides listing of appropriate volunteers to parks operations and programming staff for events; assists in monitoring and evaluating volunteer work performance in conjunction with parks program staff.
- Monitors divisional revenues and checks allocations; investigates variances between budgeted and actual revenues and corrects errors in the system.
- Performs administrative and related work as required.

To be successful, you have:

- Completion of a post secondary certificate in business, marketing or a related field plus sound related experience; or an equivalent combination of training and experience.
- Considerable knowledge of regional park facilities, usage patterns, fees and activities.
- Considerable knowledge of the functions and requirements of the division and of the by-laws, regulations, policies and procedures related to the work performed.
- Considerable knowledge of modern office and recordkeeping methods and practices including the use and application of various software applications and related equipment.
- Sound knowledge of MVRD-owned sites available for filming.
- Ability to monitor and ensure adherence to various contract and filming agreement provisions and to effectively deal with contacts regarding problems.
- Ability to investigate smaller scale business and revenue generation opportunities, analyze data, prepare reports, develop plans and implement activities related to these opportunities.
- Ability to use a variety of software applications and computer systems, and to develop and implement customized applications using same.
- Ability to prepare promotional and information materials and to participate in marketing activities.

- Ability to establish and maintain effective working relationships with a variety of internal and external contacts and to provide advice, information and assistance to the same.
- Ability to participate in matching and placing volunteers, in providing orientation and in monitoring and evaluating work performance of same.
- Ability to perform duties with minimal supervision.
- Ability to perform a variety of recordkeeping functions, to prepare related reports and to monitor budgets.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

We are committed to diversity, equity and inclusion and being representative of the region we serve. We invite all qualified candidates to apply including Indigenous People, visible minorities, immigrants, LGBTQ2S+, all genders and persons with disabilities.

Metro Vancouver requires all new hires to be fully vaccinated against COVID-19 (subject to any exemptions and accommodations) and provide proof of vaccination upon hire. *Please follow this link <http://www.metrovancouver.org/about/careers/> to our Careers page where you can submit your application by September 14, 2022.*