

# JOB DESCRIPTION

## Community Services Assistant I ( VIC)

<b>POSITION TITLE:</b>	Community Services Assistant I (Visitor Information Centre)
<b>DEPARTMENT:</b>	Community Services
<b>REPORTS TO:</b>	Economic & Tourism Development Officer
<b>CLASSIFICATION:</b>	Full time- Term
<b>LEVEL</b>	Pay Level 12
<b>LOCATION:</b>	Fort Smith Visitor Centre

### Summary

Reporting to the Economic & Tourism Development Officer, the Community Services Assistant 1 Visitor Information staff will provide visitors with information about the town of Fort Smith, promote and assist with local events and activities and provide guided tours of the community. This position works in close partnership with Wood Buffalo National Park Visitor Centre Staff.

### Outline of Duties

#### 1. Serves patrons by:

- Providing information to patrons about the community and region.
- Leading interpretative talks to visitors.
- Understanding and (when necessary) implementing Emergency Operating Procedures.
- Opening and/or closing the Visitor Information Centre.
- Completing security checks, collecting statistical data or any paperwork outlined in daily schedules.
- Enforcing the Town's Health and Safety policies where patrons are concerned.
- Answering phone calls in an informative and friendly manner.

#### 2. Assists with events by:

- Assisting with set up and clean-up for special events (including National Indigenous Peoples Day celebrations, Canada Day, Paddlefest, etc.)
- Assisting with the preparation and delivery of programs during special events.

#### 3. Supports Tourism Partners by:

- Working directly with the Parks Canada Visitor Experience team to provide information about Wood Buffalo National Park.
- Assisting with the set up and breakdown of facilities and/or equipment and storage of equipment.
- Responding quickly to potentially hazardous situations and accidents.
- Providing visitor guides, town maps and marketing material to visitors.
- Assist in booking visitors into guided experiences.
- Attending the Visitor Information Centre alone when necessary.

#### 4. Performs other related duties as assigned.

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### Supervision

This position does not supervise other staff but may be required to help with peer training or support to fellow team members.

### Contacts

- This position has regular contact with other Town staff, members of community services interest groups, and all sectors of the Fort Smith community
- This position is also required to communicate regularly and effectively with visitors of the Town of Fort Smith who may be unfamiliar with the community's offerings or resources.

### Work Environment

- All Community Services Department staff are expected to work on specific statutory holidays such as Canada Day, National Indigenous Peoples Day, and other days as specified.
- This position works out of the Fort Smith Visitor Information Centre, a shared space with Parks Canada. This requires staff to maintain a high level of professionalism.
- Staff may be required to handle escalated and demanding customer situations.
- The ability to remain calm and respectful, and to appropriately seek supervisory support when needed, is essential.
- Staff may encounter challenging interpersonal situations with adults, youth and/or children. It may be your responsibility to resolve situations that require you to stay calm, apply active listening skills, and offer potential solutions.
- The work may be physically demanding. The ability to walk outdoors while sharing stories and carrying a backpack will be required.
- Shift and evening work are required.

### Knowledge, Education and Experience

- Completion of Grade 10 or equivalent.
- Class 5 driver's license.
- Experience in customer service.
- Education or experience in any of the following: tourism, recreation, sport, arts and culture.
- Candidates must provide a satisfactory criminal record check. Failure to provide a satisfactory check may deem you disqualified from the competition.
- First Aid and CPR certification would be an asset.

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### Certification

I have read and understand this job description. I have been informed that it is a general description of the duties, responsibilities and qualifications required for my position which forms the basis for my classification level and against which my performance will be evaluated.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

I agree that these duties reflect the requirements of the job.

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director of Community Services

\_\_\_\_\_  
Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

\_\_\_\_\_  
Senior Administrative Officer

\_\_\_\_\_  
Date