



Park Maintenance Workers/ Supervisor

Occupational Family/Code – General Operations: GPM

Profile created: 1998 04

Profile updated: 2006 12

Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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The Park Maintenance Worker & Supervisors work as part of a team involved in the planning, management, operational delivery and promotion of the park area.

The Supervisor is responsible for day to day operations of all classes of provincial parks, recreation sites, historic sites and protected areas within a specified location(s). This includes personnel, financial and facilities management, building partnerships, marketing and promotions and monitoring and inspection of commercial operations, contracts and agreements. They may also be responsible for program delivery and special events.

The Park Maintenance Worker is responsible for co-ordination and implementation of a variety of activities within the park area. This includes marketing and promotions, partnerships, financial and personnel management, program delivery and special events. They may also be responsible for monitoring and inspection of commercial leases, contracts and agreements.

The working conditions for both positions include travel to remote locations, overnight stays away from their home base, working alone and working field hours. In addition, they require a valid driver's licence.



Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

Acts/Regulations/ Legislation

- Knowledge of applicable federal and provincial legislation, policies, guidelines, programs and agreements. **(Learn)**
 - Knowledge of human resource policies, programs and procedures. **(Bring)**
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Theories/Principles

- Knowledge of facilities/infrastructure management principles. **(Bring/Learn)**
 - Knowledge of lease administration principles and procedures. **(Learn)**
 - Knowledge of administration, budgeting and purchasing principles. **(Bring)**
 - Knowledge of park management principles and practices and other resource related programs. **(Bring)**
 - Knowledge of human resource management practices, including strategies to recruit, support and sustain a diverse workforce. **(Bring - Supervisor only/Learn)**
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Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their past. These are acquired/developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

Communication

- Ability to verbally provide clear and concise information, directions or instructions to staff, stakeholders and general public on parks/ministry programs, policies or procedures. **(Bring)**

Personal attributes which may link with this skill statement include: patient, supportive...

- Ability to reference, interpret and apply appropriate acts and regulations to accurately respond to inquiries and questions on department-related issues or referring to appropriate person. **(Bring)**

Personal attributes which may link with this skill statement include: accountable, objective...

- Ability to concisely record, document, draft, and compose written materials such as business plans, budget proposals, agreements, contracts, letters, memos, evaluations and staff schedules in a timely manner according to set standards. **(Bring)**

Personal attributes which may link with this skill statement include: accountable, fair...

- Ability to independently or as part of a team, develop and deliver presentations/training sessions to staff, volunteers, associations and interest groups on topics promoting park programs ensuring quality customer service. **(Bring)**

Personal attributes which may link with this skill statement include: team player, creative, courteous...



Leadership

- Ability to develop, coach, encourage and discipline assigned staff and/or people under your direction, recognizing commendable achievements to ensure a healthy, productive, and safe work environment. **(Bring)**

Personal attributes which may link with this skill statement include: accountable, fair, objective...

- Ability to assign, delegate and schedule work of staff, adjusting to changing priorities while considering workloads, employees' skills and the work that needs to be accomplished. **(Bring)**

Personal attributes which may link with this skill statement include: fair, patient, accountable...

- Ability to guide and coach a diverse group of employees, that results in a team that can meet its goals and objectives, while maintaining a healthy, productive, respectful and safe work environment that is free of discrimination.
(Bring - Supervisor only/Learn)

Personal attributes which may link with this skill statement include: respectful, supportive, empathetic...

Problem Solving

- Ability to interact with potentially hostile, difficult, irate, displeased people such as commercial lessees, cottage owners, outfitters, park users, trappers, local levels of government, industry and staff to understand their issues, acknowledge their concerns and diffuse the situation. **(Bring)**

Personal attributes which may link with this skill statement include: patient, assertive, fair...

- Ability to persuade and influence the public, First Nations, Metis organizations and other interest groups or stakeholders to come to a workable agreement. **(Bring)**

Personal attributes which may link with this skill statement include: objective, creative, innovative...



- Ability to identify the relevant issues/needs of stakeholders and generate options/alternatives to reach a common agreement for all parties including situations where no clear policies or guidelines exist. **(Bring)**

Personal attributes which may link with this skill statement include: persistent, proactive, accountable...

- Ability to identify, document and evaluate potential risks or hazards related to self and others resulting from park operations and facilities and take steps to minimize or resolve. **(Learn)**

Personal attributes which may link with this skill statement include: team player, accountable, supportive...

Interpersonal

- Ability to establish and maintain co-operative partnership agreements to mutually benefit the park and the partner while ensuring the integrity of the park. **(Bring)**

Personal attributes which may link with this skill statement include: objective, patient, fair...

- Ability to liaise, co-operate and network with other branches, government agencies, jurisdictions, First Nations, Metis organizations and other stakeholders, seeking, sharing and providing technical advice or expertise to reach mutual agreements and/or decisions. **(Bring)**

Personal attributes which may link with this skill statement include: team player, courteous, supportive...

- Ability to create an environment that recognizes, supports, respects and welcomes diversity of employees and clients. **(Bring - Supervisor only/Learn)**

Personal attributes which may link with this skill statement include: welcoming, objective, understanding...



Team/Independence

- Ability to independently and/or as part of a team, assess and select qualified candidates according to the Collective Agreement, ministerial and PSC policies and procedures. **(Learn)**

Personal attributes which may link with this skill statement include: team player, objective, fair ...

Organizational

- Ability to independently, or as part of a team, organize and prioritize multiple and changing work demands of self and others, while coping with constant interruptions, deadlines and lack of available resources. **(Bring)**

Personal attributes which may link with this skill statement include: team player, fair, objective ...

Analytical

- Ability to determine and prioritize budget requirements and monitor expenditures and revenues within established guidelines. **(Bring)**

Personal attributes which may link with this skill statement include: accountable, creative, fair, assertive...

- Ability to independently, or as part of a team, develop, implement and/or update short and long-term park management strategies, operational plans and business plans consistent with established (ministry) goals and objectives using statistical, financial, technical, scientific and program reports or sources. **(Learn)**

Personal attributes which may link with this skill statement include: creative, patient, accountable...

- Ability to gather, organize, analyze and assess relevant information in order to evaluate, adjust, create or develop programs in response to changing trends, needs and priorities. **(Bring)**

Personal attributes which may link with this skill statement include: fair, creative, accountable...



Technical

- Ability to accurately input, retrieve, and edit data using various computer software packages/application to rapidly store, share, and analyze information. **(Learn)**

Personal attributes which may link with this skill statement include: persistent...

- Ability to, in a responsible and safe manner, operate, maintain and make minor maintenance repairs to a wide variety of equipment (e.g. tractors, snowblowers, boats, ATV) and to use during day or night and/or under extreme climatic conditions and in remote locations. **(Learn)**

Personal attributes which may link with this skill statement include: creative, flexible, innovative...

- Ability to inspect and monitor maintenance or service contracts and lease agreements to ensure lessee adherence to ministry standards and expectations, lease agreements and maintaining the integrity of the facilities. **(Learn)**

Personal attributes which may link with this skill statement include: objective, fair...



Personal Attributes

(Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are underlying characteristics which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioural examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

Personal attributes for the Park Maintenance Workers/ Supervisor include:

To Be...

- team player
- accountable
- innovative
- ambassador
- honest
- empathetic
- welcoming
- equitable
- objective
- proactive
- open-minded
- patient
- courteous
- flexible
- accommodate individual differences
- creative
- supportive
- assertive
- fair
- persistent
- respectful
- understanding

[Back to top](#)