



IDENTIFICATION

Department	Position Title	
Industry, Tourism and Investment	Seasonal Parks and Tourism Officer II	
Position Number	Community	Division/Region
63-13951	Yellowknife	North Slave Region

PURPOSE OF THE POSITION

The Seasonal Parks and Tourism Officer II (Officer II) is responsible for the effective and efficient enforcement of and compliance with *the Territorial Parks Act* and Regulations within the territorial parks of the North Slave Region. The Officer II also assists with enforcement of *the Tourism Act* and Regulations within the North Slave Region. The position supports parks and tourism operations and enforcement in accordance with the departmental legislation and regulation, as well as through policy, contractual agreements, and interpretive programs, to ensure safe, enjoyable campgrounds, facilities and tourist experiences.

SCOPE

The Seasonal Parks and Tourism Officer II position is located in Yellowknife but spends the majority of the time at one of three (3) campgrounds or eight (8) day use areas of the North Slave Region. The position reports to the Senior Parks and Tourism Officer and is a senior role to the Seasonal Parks and Tourism Officer I positions.

The Department of Industry, Tourism and Investment (ITI)'s vision is to be recognized as being a client focused organization contributing to a vibrant, diverse, and sustainable economy for the Northwest Territories (NWT). With this vision, the department has the mandate to provide quality programs and services in partnership with others, to promote and support NWT economic prosperity and community self-reliance. Tourism is the largest of all the renewable-based industries in the NWT.

The North Slave Region has a population of approximately 25,000 residing in the communities of Behchoko, Gameti, N'dilo, Wekweti, Whati, Dettah and Yellowknife. Within the region there are eleven (11) Territorial Parks, including three (3) of the NWT's largest and busiest campgrounds, and eight (8) day-use areas. North Slave region parks' visitations typically account for fifty percent or more of the NWT's overall parks users each season.



Fred Henne Territorial Park, the largest Territorial Park, is located adjacent to the capital city of Yellowknife and a major highway. The park can accommodate up to 1,200 users on any given day during summer season. The balance of parks and day-use areas are on the Ingraham Trail extending sixty kilometers east of Yellowknife. The parks and day-use areas are used by residents of Yellowknife and the NWT, as well as tourists from other regions of Canada, and the world.

The system of parks and campgrounds in the NWT are well-used and are a tourism product in their own right. Territorial Parks are critical infrastructure which serves as both products and services to the visiting tourist. The position has a significant impact on how the region is perceived as a tourism destination by potential and existing clients (tourist and residents), tourism operators, the general public, and other agencies and jurisdictions. The Seasonal Parks and Tourism Officer II participates in the development and delivery of interpretive programming within the parks, in coordination with other departments, in support of the preservation of the natural and historical features within the parks.

The position holds the power of Peace Officer when enforcing provisions of the *Territorial Parks Act* and *Regulations*, *Tourism Act* and *Regulations*, and *Summary Convictions Act*. As a uniformed officer, the position faces challenges in dealing with public expectations for action when enforcement of other legislation is required. While ITI procedures and legislation provide guidance and direction, the position is regularly faced with making decisions in isolation of others to address immediate circumstances.

The Seasonal Parks and Tourism Officer II performs minor maintenance in the parks while on shift. This position will be assigned to a rotating shift schedule evenings and nights to ensure safe supervision of the North Slave Territorial Parks. The incumbent also provides a positive image for NWT parks to users and the public to promote the use of the parks and campgrounds and to encourage tourism in accordance with the mission of the Department.

RESPONSIBILITIES

1. Performs compliance and enforcement activities (Officer Duties) under the *Territorial Parks Act* and *Tourism Act*.

- Provides training, guidance and orientation to the Seasonal Parks and Tourism Officer I.
- Informs park users of acceptable conduct within territorial parks in accordance with governing authorities.
- Interprets the provisions of governing authorities to deal with emerging situations in a safe and timely manner.
- Enforces governing authorities by issuing warnings, ticketing offenders and charging offenders to correct behavior and promote a safe and enjoyable environment for all campground users and areas frequented by tourists.



- Takes action to deal with a variety of situations affecting safe and enjoyable park use (e.g. providing basic first aid or rescuing stranded users) in accordance with ITI procedures.
 - Conducts oneself within authorities of *Territorial Parks Act and Tourism Act* in a professional and conscientious manner at all times.
 - Provides information about incidents to the Crown Prosecutors and gives evidence in court.
 - Works collaboratively with other enforcement and emergency response authorities in exceptional or emergency situations within park boundaries and North Slave Region.
 - Assists designated authorities to administer *Wildlife Act and regulations, Environmental Protection Act, Forest Management Act* and all other relevant Federal/Territorial legislation and regulations when requested.
 - Monitors and reports problem wildlife to proper authorities.
 - Reports to Senior Parks and Tourism Officer performance of contractors.
 - Participates in periodic reviews of the legislative and enforcement programs implemented within the North Slave Region.
 - Conducts inspections and investigations of alleged violations of *Territorial Parks Act and Tourism Act* or regulations.
 - Assists in administering the enforcement of the *Tourism Act* by providing procedural advice and acting in a supporting role when dealing with tourism licensing infractions.
- 2. Inspects park facilities such as kitchen shelters, showers, outhouses, docks, fences, roadways and campsites against contractual agreements and ITI standards to ensure safe, protected and functioning facilities for the public.**
- Administers inspection activities including scheduling inspections, conducting inspections, completing inspection reports and submitting completed reports to the Senior Parks and Tourism Officer.
 - Performs minor maintenance duties as directed by the Manager, Tourism Development and Enforcement, North Slave Region coordinated through the Senior Parks and Tourism Officer.
 - In cases where immediate action is required to ensure greater safety or parks experience, performs or assigns performance of minor maintenance duties, to correct minor deficiencies.
 - Removes litter as necessary.
 - Performs other related duties as required.
- 3. Presents a positive image for NWT parks to users and the general public to promote the use, enjoyment and protection of parks and campgrounds and to encourage tourism in accordance with the mission of the Department.**
- Provides advice and answers questions about parks and recreational opportunities in parks, campgrounds and surrounding areas to promote a positive experience for users.



- Hosts and participates in public events to promote increased tourism and responsible park and campground use.
 - Hosts and participates in parks interpretive program and events, and the development of such programs.
 - Provides information to the traveling public on available tourism services.
 - Leads by example to other park users by removing litter and taking daily walking tours of campgrounds to visit one on one with users.
 - Administers and supervises all use of force actions if required.
 - Wears uniform, enforcement duty belt and body armor.
- 4. Assists the North Slave Regional Office in administering the enforcement of the *Tourism Act*.**
- Assists in administering the enforcement of the *Tourism Act* by providing procedural advice and acting in a supporting role when dealing with tourism licensing infractions.
 - Provides information to the travelling public on available tourism services.
 - Maintains Appointment as Tourism Officer.
 - Enforces the *Tourism Act* and Regulations and issues warnings and tickets to offenders.

WORKING CONDITIONS

Physical Demands

The position is subject to unusual physical effort carrying out defensive tactics activity including subduing individuals who are a danger to the public, including wildlife interactions and water related incidents.

The position will be assigned within a rotating shift cycle that will cover evening and night and day shifts. It includes a significant amount of driving to and from the Territorial Parks and various day-use parks in the vicinity of Yellowknife and along the Ingraham Trail which extends sixty kilometers northeast of Yellowknife.

The position is subject to light duty maintenance, hiking, and air travel to remote locations throughout the North Slave Region. This also includes lifting and moving heavy items.

Environmental Conditions

The position operates for 25% of the work shift in isolation of others. Although the position is connected electronically to assistance, that assistance may be an hour away, depending on the patrol or inspection location. The position is exposed to potentially hazardous situations when dealing with wildlife or enforcement situations.

The position works in all weather conditions. This presents potentially hazardous situations (e.g. slippery and unpleasant conditions due to rain, extended exposure to direct sunlight.)



Sensory Demands

The position requires the concentrated use of the senses during confrontations with park users who are intoxicated and/or belligerent and with wildlife, such as bears, to ensure the safety of others. These confrontations occur on average once each shift for an hour.

Mental Demands

This seasonal position is subject to a shift schedule that may include extended hours over the weekend and a combination of day, afternoon and evening work that leads to physical fatigue in the short term and over the course of the season.

As the park season progresses, the position is subject to mental and emotional fatigue caused by extended hours and shift work and the accumulated volume of incidents requiring intervention. The position is also exposed to emotional fatigue arising from rescue operations.

There is uncertainty in knowing what to expect while at work risk of assault, and unknown or unpredictable situations.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge or the ability to acquire knowledge of enforcement theory and techniques to perform enforcement responsibilities which would include Judicial Process, Basic Law Enforcement & Communication, Verbal Judo, and Defensive Tactics/OCS.
- Ability to interpret legislation, regulation and policy to assess and carry out appropriate enforcement activities in various situations.
- Understanding of and ability to implement the Parks Officer Manual and Tourism Officer Manual in its latest version.
- Ability to conduct investigations according to procedures, secure and submit evidence.
- Knowledge of northern and wilderness parks and campground operations and regulation to perform public relations duties and monitor contractor operations.
- Knowledge of Yellowknife and the NWT and the ability to convey this knowledge to the travelling public.
- Ability and knowledge to coordinate deliver interpretive programs and to create park awareness amongst park users.
- Ability to operate enforcement vehicles, all-terrain vehicles, boats and motors in a safe and effective manner.
- Ability to use equipment (e.g. chainsaws, hand tools) as required for minor maintenance.
- Public relations skills and abilities to present a positive image for NWT parks.
- Interpersonal skills to diffuse tense situations (e.g. enforcement where park users are intoxicated).



- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Successful completion of/ or equivalency of Grade 12 and enforcement training, plus one (1) year of experience in enforcement.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

- A class 5 driver's license.
- Eligibility for statutory appointment as a Peace Officer under the *Territorial Parks Act and Tourism Act*.
- Bona fide - good physical health to perform enforcement and minor maintenance duties.
- First-aid certificate plus CPR, which can be attained during employment.

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)
Level required for this Designated Position is:
ORAL EXPRESSION AND COMPREHENSION
Basic (B) Intermediate (I) Advanced (A)
READING COMPREHENSION:
Basic (B) Intermediate (I) Advanced (A)
WRITING SKILLS:
Basic (B) Intermediate (I) Advanced (A)
- French preferred

Indigenous language: Select language

- Required
- Preferred