



IDENTIFICATION

| Department | Position Title | |
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| Industry, Tourism and Investment | Manager, Parks Facilities and Operations | |
| Position Number(s) | Community | Division/Region(s) |
| 63-5204 | Yellowknife | North Slave Region |

PURPOSE OF THE POSITION

The Manager, Parks Facilities and Operations is responsible for providing expertise, management and oversight in the development, implementation and evaluation of a parks management system that encourages and enhances parks visitor experiences while ensuring the integrity of parks facilities and environment in the North Slave Region.

SCOPE

The vision of the Department of Industry, Tourism and Investment is to be recognized as being a client focused organization contributing to a vibrant, diverse and sustainable economy for the Northwest Territories (NWT). The mandate of the department is to provide quality programs and services in partnership with other partners and stakeholders to promote and support NWT economic prosperity and community self-reliance.

Tourism is the largest of the renewable-based industries in the NWT, providing significant employment and business development opportunities for NWT residents. The parks system is a key element of the tourism sector and it is critical to ensure that visitors have positive, safe and secure experiences while ensuring the integrity of parks facilities and maintaining the natural environment.

The Manager, Parks Facilities and Operations is located in Yellowknife and reports to the Regional Superintendent of the North Slave Region. The North Slave Region has a population of approximately 25,000 residents in the communities of Behchokò, Gamètì, Ndilq, Wekweètì, Whatì, Detah and Yellowknife. There are 12 Territorial Parks within the region, including three of the largest and busiest campgrounds and nine day-use areas. Park

visitation in the region typically accounts for 50 percent or more of the overall parks in the NWT use on an annual basis.

Fred Henne Territorial Park, the highest usage territorial park, is located adjacent to the capital city of Yellowknife on a major highway. It can accommodate up to 1,200 users a day during the parks season. The balance of parks and day-use areas are on the Ingraham Trail within 60 kilometres east of Yellowknife. Residents of Yellowknife, tourists from other regions of the NWT, from other regions of Canada and the world use the parks and day-use areas on a regular basis. Parks are critical sectorial infrastructure which serves as both products and services to the visiting tourist.

The Manager, Parks Facilities and Operations is responsible for managing and delivering parks programs and services; monitoring the success of program and services delivery; ensuring that the conditions are in place to allow visitors to have positive, safe and secure experiences; developing multi-year capital plans to enhance and maintain parks facilities; managing protection of parks facilities and the natural environment; and managing assigned human and financial resources in accordance with federal and territorial legislation.

The Manager supervises three parks contractors who operate and maintain the territorial parks as well as several parks maintenance and services contractors in the North Slave Region. The Manager directly oversees the Regional Parks Development Coordinator position and indirectly the Parks Maintenance Coordinator. The Manager also oversees the Beach safety program that is managed by the Waterfront Supervisor and eight casual beach attendant positions. The Manager position has a significant impact on the experience of parks visitors and the image of the region as a tourism destination of choice.

A challenge of the position is working with a diversity of organizations and individuals external to the Government of the Northwest Territories (GNWT), at the community and regional level (e.g. Indigenous governments and organizations, Non-Government Organizations, individual operators and businesses, Tourism Advisory Boards and Indigenous business organizations) as well as at the territorial level (e.g. NWT Tourism Association, federal government representatives, other GNWT departmental representatives, and non-governmental organizations). To be successful, the Manager is required to facilitate consensus on various key initiatives regarding parks use amongst these various groups.

The position is responsible for managing an Operation and Maintenance budget of approximately \$1.0M and a capital budget of up to \$1 million.

RESPONSIBILITIES

- 1. Supervises and participates in the development, implementation, management and monitoring of capital plans to achieve regional goals for parks regional assets and tourism in the region**

- Supervises the development and preparation of the three year, five year and twenty year capital plans for parks facilities and equipment and recommends approval to the Regional Superintendent
- Supervises regional participation in intra and inter-departmental capital planning committees to represent the region's interests
- Manages complex and concurrent projects independently or in teams within time and resource constraints while monitoring progress and evaluating results
- Supervises the preparation and issuance of tender documents or requests for proposals for construction or supply
- Awards contracts that meet project requirements, in accordance with GNWT contract regulations and policies
- Monitors the regional parks capital budget and related budget expenditures to ensure adequate project management
- Prepares, or supervises the preparation of regular project reports for management and to inform interested parties of the status of capital-projects
- Supervises the development of parks activity plans including provision of tourism services, interpretive and cultural activities and displays

2. Manages programs, projects and resources to ensure strategic, efficient and cost-effective delivery of programs and services

- Manages the financial resources of the unit, including budget development, monitoring variance reports and taking action with the goal of maintaining effective expenditure plans
- Manages and oversees projects identified in the annual capital plan, including resource planning, project initiation, finance and resource monitoring and effective completion of complex and/or concurrent projects
- Undertakes special projects for the Regional Superintendent that contributes to the achievement of regional strategies
- Ensures proper allocation and utilization of funds identified for the division
- Directs capital budgets as approved year to year, typically ranging from \$500,000 to \$1.0M
- Manages an annual operations and maintenance budget of approximately \$1.3M

3. Contributes to the development of departmental goals and strategies for parks and tourism and develops community and regional goals, with associated strategies, to promote the development of these industries within GNWT and departmental goals

- Participates fully in the development of departmental tourism strategies and plans working collaboratively with headquarters and various parks and tourism managers from other regions of the NWT.
- Develops and recommends regional parks and tourism goals and strategies, complementary to the overall departmental tourism plans and in accordance with the GNWT and departmental goals

- Participates in regional/tourism/parks strategies and policy reviews for the establishment and operations of parks, protected areas and historical cultural sites and visitor facilities
- Establishes a system of consistency and coordination across the region's system of parks and visitor facilities while fostering a regional and local identity
- Working with the Regional Parks Development Coordinator, develops a framework for regional and local parks management, maintenance and compliance
- Develops budgets for and initiates the planning of new parks infrastructure originating from regional and local planning activities that meet objectives of the department
- Monitors and evaluates the effectiveness of current strategies and action plans
- Conducts, internally and/or in partnership with interest stakeholders, research related to parks and tourism regionally, territorially and nationally to build a catalogue on regional capacity, opportunities, activities and the environment in other jurisdictions in support of parks and tourism planning

4. Delivers parks and tourism programs and services, in accordance with federal and territorial legislation, GNWT policy and procedures to support the growth and development of the parks and tourism industries

- Oversees the development and implementation of a parks marketing plan intended to attract tourists, resident park users and influence spending
- Works collaboratively with communities and community and regional organizations to develop and implement parks infrastructure plans

5. Assists with the regulation of the parks to ensure all park users are in compliance with territorial and federal legislation and regulations and that park users are provided with a safe and secure experience

- Provides staff and contractor training on enforcement legislation and regulations, policies, guidelines, methods and techniques
- Ensures public awareness of the legislative and regulatory requirements for parks operation and use
- Makes recommendations for regulatory changes when required

6. Manages the human resources, financial and administrative functions of the unit to provide effective and efficient services within budgeted frameworks

- Manages human resource functions within the unit including staffing, direction setting and performance evaluations
- Manages the annual budget for the unit and projects future budget requirements
- Develops and implements annual work plans that establish short and long-term objectives
- Develops objectives and performance indicators for the unit including individual staff goals, ensuring they are complimentary to Regional and Departmental goals and objectives
- Encourages employee development through performance appraisals, training plans, and professional development opportunities

- Participates as a member of the divisional management team in planning the short and long-term objectives for the division

7. Performs minor maintenance and other related duties

WORKING CONDITIONS

Physical Demands

Inspecting parks and facilities including walking and climbing. Travel to sites can be by vehicle, helicopter, aircraft, boat, canoe, ATV and snowmobile.

Environmental Conditions

Exposure to adverse environmental conditions such as weather extremes and encounters with predators.

Sensory Demands

No unusual demands.

Mental Demands

Competing priorities and tight deadlines occur. Travel, including to regional communities and parks is required. Inspections can lead to stressful confrontations. Occasional overtime is also required. Dealing with confrontational clientele.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of parks administration and enforcement policies and processes
- Knowledge of parks-related facilities operations, maintenance and programming
- Knowledge of parks legislation and regulations such as the NWT's Tourism Act, Territorial Parks Act and Regulations
- Knowledge of management and supervisory theory and principles to manage the financial resources and assets of the unit and supervise unit staff
- Project management skills to lead, plan, organize, coordinate and complete complex and concurrent projects independently or in teams within time and resource constraints while monitoring progress and evaluating results
- Knowledge and experience in capital planning, budgeting and expense tracking and reporting
- Strong project implementation and coordination, and experience in delivering multi-trade projects
- Knowledge of project and contract administration including managing multi-trade projects

- Proven communications skills, both verbal and written, with highly developed interpersonal skills to ensure ideas are properly conveyed to a varied audience and/or for negotiations
- Ability to anticipate, identify, clarify and assess issues and situations quickly and develop and implement appropriate timely courses of action.
- Knowledge of basic law enforcement techniques and ability to enforce legislation, regulation and policies where required
- Negotiation, analytical and problem solving skills to resolve problems and influence others
- Knowledge and experience of computer software including word processing, spreadsheet, database, accounting and communications applications
- Ability to work in a team environment without supervision
- Knowledge and ability to work in a highly political cross-cultural environment
- Must stay current with Standard First Aid and CPR
- Must possess a valid Class Five Northwest Territories Driver's License.

Typically, the above qualifications would be attained by:

A post-secondary degree in Business Administration, Parks and Tourism Management or a similar field, with five years experience in parks administration and planning; three years of supervisory experience; as well as three years of experience delivering projects; and experience working in a cross-cultural environment. Equivalencies will be considered.

ADDITIONAL REQUIREMENTS

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

