



IDENTIFICATION

Department	Position Title	
Industry, Tourism & Investment	Coordinator, Parks and Regional Facilities	
Position Number	Community	Division/Region
63-6726	Fort Smith	South Slave

PURPOSE OF THE POSITION

Reporting to the Manager, Tourism & Parks the incumbent is responsible for managing the Department's regional network of Territorial parks and visitor information centers in the South Slave Region. The region is the gateway to the Northwest Territories for virtually all highway tourists. The effective management of these assets is critical to favorable visitor experiences, and can contribute to increased visitations, longer visitations, and ultimately increased tourism revenues.

The position also has responsibility for the delivery and management of all regional capital works development and Departmental assets in the South Slave Region.

SCOPE

The Department of Industry, Tourism and Investment was established April 1, 2005, following a reorganization of the responsibilities of the former Department of Resources, Wildlife and Economic Development. The Department of Industry, Tourism and Investment has an enhanced commitment to Tourism and has committed to working with an external Destination Marketing Organization to address the full range of required activities and initiatives critical to the expansion of the tourism industry in the Northwest Territories.

The Department will concentrate its activities on the "supply" side of tourism, focusing on the development of market ready tourism products and services, and through the Tourism

Marketing Advisory Committee will work cooperatively with the industry to develop marketing

activities addressing the demand side. Territorial Parks and the 60th Parallel Visitor Centre are critical sectoral infrastructure which serve as both products and services to the visiting tourist. The Coordinator, Parks and Regional Facilities position is located in Fort Smith and reports to the Manager, Tourism and Parks of the South Slave Region. The Region has a population of approximately 8,500 residing in the communities of Enterprise, Fort Providence, Fort Resolution, Fort Smith, Kakisa, Lutsel K'e', Hay River, and the Hay River Dene Reserve. Within the region there are fourteen Territorial Parks, one Territorial Visitor Information Centre and one National Park.

The South Slave Region is the "gateway" to the Northwest Territories for highway-based tourists. The 60th Parallel Visitor Center has a Northwest Territories wide mandate and is the first northern hospitality enjoyed by about 12,000 highway visitors per season. The South Slave Region through its network of Parks and Visitor Centre plays the lead role in welcoming RV vacationers and other road-based tourists to the Northwest Territories.

The Coordinator, Parks and Regional Facilities is required to work closely with regional and Headquarters colleagues in developing Northwest Territories wide Parks Policies, Plans and Strategies, which provide an optimal framework within which regional parks operations can be effectively carried out.

A challenge for the position is working with a diversity of organizations and individuals external to the Government of the Northwest Territories, at the community and regional level (e.g. Band Councils, Metis Organizations, municipal governments, individual operators and businesses, Tourism Advisory Boards and Aboriginal business organizations) as well as at the territorial level. (e.g. NWT Tourism-the Destination Marketing Organization, federal government representatives and the Government of the Northwest Territories Departmental Representatives, environmental organizations, and non-government organizations). To be successful the Coordinator will be required to pursue and facilitate consensus on various key initiatives amongst these various groups to form partnerships for the parks system in the South Slave Region.

The Position directly supervises one seasonal Park Maintenance Officer, seven parks contractors and other casual parks positions in the South Slave Region.

The Position manages an O&M budget of approximately \$662,000.00 and delivers the initiatives in a Capital Budget, which typically ranges between \$500,000.00 to \$1,000,000.00. This position collects approximately \$80,000 in revenue and is responsible for the issuance of about 3,800 Park Permits per annum, which equates to about 9,000 parks users and about 5,000 camp nights.

The position has a significant impact on how the Region is perceived as a tourism destination by potential and existing clients (tourists and residents), tourism operators, the general public, other agencies and jurisdictions.

The successful application of responsibilities by this position results in an increased level of

regional tourism business confidence, increased sector awareness, increased participation by NWT businesses and residents in the tourism industry, increased investment in the sector, and improved diversification of the regional economy.

This position also has a direct impact on how the divisions within the Region deliver their programs and mandates by occupying and utilizing mobile and fixed assets that are procured, constructed and maintained by the incumbent. Failure to adequately undertake these duties can result in the inefficient utilization of GNWT assets and the inability of other divisions to undertake programs affecting community and public safety.

RESPONSIBILITIES

1. Manages the Parks Program for the South Slave Region.

- Prepares tenders and awards operation and maintenance contracts for parks in accordance with GNWT approved procedures and limits including tendered, sole sourced and negotiated 'contracts with various private contractors, First Nations and community groups.
- Supervises and evaluates contractor performance and authorizes payment accordingly.
- Recruits and directs parks and visitor facilities staff.
- Manages the distribution, sale and accounting of park merchandise.
- Enforces the Territorial Parks Act and regulations and responds to problem people and wildlife. Coordinates effort through the Manager, Parks & Tourism to utilize the local Renewable Resource Officers in accordance with the Protocol Agreement between IT! and ENR. Utilizes RCMP as required.
- Conducts general administration duties such as the provision of monthly reports and the responding to public, departmental or ministerial inquiries.
- Provides and prepares operational and training manuals for the regional facilities.
- Serves as the point of contact to the general public-concerned with parks and other publicly funded tourism facilities in the Region.
- Participates in the development and implementation of regional parks/tourism strategies and policies for the establishment and operations of parks, protected areas and historical/cultural sites and visitor facilities through regular public consultations with effected First Nations, community governments and public interest groups.
- Develops a framework for regional and local parks management, maintenance, and enforcement.
- Establishes a system of consistency and coordination across the region's system of parks and visitor facilities while fostering a regional and local identity.

2. As a part of a regional tourism development team, assists in the development of the regional and local tourism industry.

- Assists the Manager, Tourism & Parks and in support of Tourism Development Officer and other officers with tourism development responsibilities

- Participates in the community consultation process as required to ensure that there is public awareness of departmental tourism and parks programs and initiatives that are reflective of the aspirations and addresses the concerns of stakeholders.
- Participates in trade shows, familiarization tours and similar programs as required
- Works with other GNWT departments such as PW&S, MACA, and Education Culture & Employment, federal government agencies such as Parks Canada, to ensure an integrated approach to tourism and park infrastructure development.
- Provides guidance to potential tourism partners and small businesses by advising them of means to access Departmental and public programs to encourage and promote the long-term sustainable growth of tourism and parks.

3. Coordinates and manages the planning and implementation of the three-year, five year and twenty-year capital program for the South Region.

- Plans and develops Departmental infrastructure such that they are well planned and of sufficient quality to meet the objective of the various divisions.
- Develops and maintains the region's five-year capital plan and prepares and maintains the relative capital substantiations.
- Prioritizes the capital submission along Departmental and government guidelines, and through consultations with other divisional managers, drafts and recommends to the Manager, the proposed plan for the Region.
- Working in close cooperation with technical specialists in the Department and with PW&S to coordinates the detailed planning and design of Departmental infrastructure.
- Preparing new project substantiations in consultations with communities and community authorities for eventual review by the Financial Management Board and the Legislative Assembly.

4. Responsible for managing the operation and maintenance of all Departmental facilities and mobile equipment within the region.

- Either directly or through the (one or two) seasonal Parks positions in the region, arranges for emergency and ongoing repairs to facilities and mobile equipment, so that the facilities are available for use by visitors and Departmental staff and adhere to all applicable safety codes and regulations.
- Acting as a representative of the department on all PW&S-controlled projects, provide direction and decisions during the planning, constructing and operation of the facilities and on the selection of architectural and exhibit consultants.
- Plans, tenders and supervises all O&M related projects within the region as they apply to infrastructure and mobile equipment. Work includes acquiring all applicable permits drafting blueprints investigating and drafting material specifications, drafting and awarding contracts, inspecting and authorizing payment to contractors, arranging code inspections and ensuring building is operational
- Maintains and administers a computerized Maintenance Management System to authorize work requests, track payments and provide historical maintenance records

to use for future work plans or replacement plans. Proper administration of this system is required to provide accurate information to senior management for their use in capital planning decisions and for future maintenance work plans.

- Plans, negotiates and drafts relevant agreements to lease dedicated Departmental infrastructure. Subsequent to this manages the leases over the life of the lease to ensure space is maintained and operated as per agreements and subsequent invoices reflect actual O&M spending.
- Manages the environmental liabilities involved with program mandates, ensuring hazardous materials are handled safely and ensure all applicable codes and regulations are followed. Acts as regional coordinator of environmental assessments and undertakes necessary compliance as it relates to facility management.

5. Assists with the management of the IT networks and coordinates the necessary repairs, updates and replacement of PC's and software programs In conjunction with the Technical Service Centre, PW&S. Supervises the one seasonal Parks Position as well as required casual parks employees in the region and ensures the efficient delivery of all park operations programs.

- Assigns and directs, either daily or weekly, work to the incumbents in the delivery
- By direction of the Financial Administration Manual (FAM) and other GNWT policies, coordinates the undertaking of all inventories and the recording of such inventories.
- Through delegation from the Regional Superintendent, coordinates and ensures the timely and efficient procurement and surplus of inventory items to minimize the impact on other divisions within the region, taking into account budget restrictions and life cycle costs.
- Supervise and coordinates the efficient, safe and timely operations of the park's operations in the South Slave Region to ensure that critical items are available during the year when required.

6. Ensures proper allocation and utilization of funds identified for the division.

- Assist in the management of a capital budget in the order of five hundred thousand to one million dollars depending on allocation
- Manages an operational parks budget in the order of two hundred and sixty thousand dollars.
- Manages the Region's maintenance budget in the order of four hundred thousand dollars.
- Maintains a project completion signing authority of fifty thousand dollars and a spending authority of fifty thousand dollars.
- Collects revenue in the order of \$80,000 from the sales of Parks Permits
- Develops, maintains and reports on the financial status of the program's budget and expenditures in an accurate and timely manner.

WORKING CONDITIONS

Physical Demands

Inspecting parks and facilities includes frequent walking and climbing. Crawling in confined spaces such as sewage and water tanks twice per year per site, as required.

Environmental Conditions

Position is exposed to noise, gas fumes, extreme weather and climate conditions, dangerous and unforeseen situations with people and wild animals in parks and remote sites, and hazardous materials and substances as required.

Sensory Demands

Use of drafting and design software requires intense and long hours in front of a computer.

Mental Demands

Travel to northern and remote locations for up to two weeks a month can be a disruption to family life. Completion of briefing notes and decision papers are generally required within tight time frames. Enforcement duties, inspections may mean dealing with disgruntled clients and contractors.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of human resource staffing, objective setting, management, and evaluation skills.
- Knowledge of capital project planning, development, and evaluations.
- Knowledge of facility operations, maintenance, and programming.
- Knowledge of Canadian building codes, fire codes, applicable health and safety codes and regulations pertaining to such codes.
- Demonstrate experience in contract administration, training, and experience in delivering multi-trade projects.
- Strong project implementations and coordination, training, and experience in delivering multi-trade projects
- Knowledge of the NWT Travel & Tourism Act Territorial Parks Act and regulations.
- Knowledge of basic law enforcement techniques and demonstrated ability to enforce where required.
- Knowledge and experience in budgeting and expense tracking and reporting.
- Knowledge and experience with computer-based word processor, spreadsheet, database, and electronic mail.
- Excellent communications skills written and verbal, as well as the ability to work in a team environment and without supervision.
- Skills in outdoor/wilderness survival

- Demonstrated ability to work in a cross-cultural environment in a highly political environment.
- Must possess a valid Class 5 NWT Driver's License.
- Position of trust, Criminal records Check Required.
- Must stay current with Standard First Aid and CPR.

Typically, the above qualifications would be attained by:

A post-secondary degree in Landscape Architecture or Engineering or Tourism Marketing & Product Development or similar advanced vocational programs plus three years' experience in the parks and tourism sector with at least three years management, supervisory and administration experience. Significant training and experience working in a cross-cultural environment plus outdoors survival training would be an asset.

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

Indigenous Language: Select Language

- Required
- Preferred