



Metro Vancouver – Join us in our commitment to provide services and solutions to one of the world’s most livable regions. We deliver service excellence in the areas of regional growth planning, air quality, water, liquid and solid waste management, regional parks, affordable housing, and community engagement to over 2.4 million residents. We invite you to bring your skills, passion, and expertise to help us in our commitment to sustain and enhance our region’s livability. We offer competitive salaries; excellent benefit packages; a municipal pension plan; employee wellness programs; and varied opportunities for professional growth and development. *Our Parks, Planning and Environment Department is currently seeking a:*

## **Visitor Services Assistant (Auxiliary)**

**(This position is to last not later than October 27, 2017)**

### **DUTIES:**

Collects, assembles, analyzes and summarizes data related to parks facilities, usage, fees, revenues and filming activities.

Reviews and coordinates approval of filming applications for GVRD-owned sites; advises filming representatives of requirements, standards of conduct, regulations and fees; ensures applicants’ compliance with by-laws, regulations, insurance and permit requirements; determines appropriate fees, prepares invoices and accepts payments; liaises with other staff on issues and evaluations related to film site supervision by contractors.

Handles public bookings for regional parks; responds to inquiries concerning parks recreational usage, facilities and services; assesses individual requirements and actively promotes and recommends suitable locations and services; informs of regulations, restrictions and applicable charges; determines eligibility for fee waiver; ensures insurance and permit requirements are met; establishes conditions and terms of contract; liaises with parks operational staff regarding available facilities, events coordination and customer service.

Prepares and/or coordinates the production of a variety of written and graphic promotional and informational materials such as advertisements, posters, displays, handouts.

Maintains and updates a variety of information systems related to program activities and bookings; enters, edits, manipulates and extracts data; creates or modifies spreadsheet formulae; sets up report and graph formats; prepares data summaries; identifies weaknesses in available information and data; researches, recommends and implements improvements to technology and systems.

Establishes and maintains effective working relations with internal and external contacts with respect to filming and the use of regional parks; assists persons seeking information; explains and interprets rules, regulations and policy; responds to complaints, resolves conflicts and takes corrective action within defined limits.

Monitors divisional revenues and checks allocations; investigates variances between budgeted and actual revenues and corrects errors in the system.

Performs related work as required.

### **REQUIREMENTS:**

Completion of a post-secondary certificate in business, marketing or a related field plus sound related experience; or an equivalent combination of training and experience.

Considerable knowledge of regional park facilities, usage patterns, fees and activities.

Considerable knowledge of the functions and requirements of the division and of the by-laws, regulations, policies and procedures related to the work performed.

Considerable knowledge of modern office and recordkeeping methods and practices including the use and application of various software applications and related equipment.

Sound knowledge of GVRD-owned sites available for filming.

Ability to monitor and ensure adherence to various contract and filming agreement provisions and to effectively deal with contacts regarding problems.

Ability to investigate smaller scale business and revenue generation opportunities, analyze data, prepare reports, develop plans and implement activities related to these opportunities.

Ability to use a variety of software applications and computer systems, and to develop and implement customized applications using same.

Ability to prepare promotional and information materials and to participate in marketing activities.

Ability to establish and maintain effective working relationships with a variety of internal and external contacts and to provide advice, information and assistance to the same.

Ability to perform duties with minimal supervision.

Ability to perform a variety of recordkeeping functions, to prepare related reports and to monitor budgets.

*Please follow this link <http://www.metrovancouver.org/about/careers/> to our Careers page where you can submit your application by June 8, 2017*

*While we greatly appreciate all the replies we receive, regretfully only those selected for an interview will be contacted.*