



Yukon Wildlife Preserve Operating Society (YWPOS)

POSITION DESCRIPTION: The Senior Wildlife Interpreter is responsible for assisting with front-of-house operations to ensure they are engaging, smooth and effective. This position assists with support of Wildlife Interpreter staff and volunteers as opportunities arise. This position reports to the Manager of Visitor Services.

JOB TITLE: Senior Wildlife Interpreter

SUPERVISOR'S TITLE: Manager Visitor Services

EFFECTIVE:

INTENT: The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by the incumbent of this job. The incumbent may be requested to perform job-related tasks other than those specifically presented in this description.

SUMMARY:

- Prioritize health and safety in day-to-day work.
 - Contribute to a positive, professional and healthy work environment.
 - Ensure diligent financial management.
 - Promote and represent the YWP in the community and with partners.
 - Provide exceptional customer Service.
 - Assist with the delivery of the following portfolios:
 - Visitor Services Operations
 - Retail Operations
 - Travel Trade Partnerships
 - Facility Rentals
 - Special Events
 - Membership
 - Complete other duties as required.
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SPECIFIC PERFORMANCE EXPECTATIONS:

Key Performance Commitments & Actions <ul style="list-style-type: none"> Identify the work/job related tasks, activities, functions and/or projects you will complete during the performance review period Identify the actions you will take to meet your commitments 	Performance Measures <ul style="list-style-type: none"> Indicate how you and your manager will know if you've met each commitment and how well you've done More than one measure can be used Measures are clear and within your control 	Results Achieved <ul style="list-style-type: none"> Complete at the end of the review period Reflects your accomplishments, what you actually did and the impact on your department / YWP.
Prioritize health and safety in day-to-day work.	<ul style="list-style-type: none"> You work in a safe manner. Appropriate PPE is used (by you and your staff). Participate in H&S meetings. Hazards/unsafe conditions are controlled (via your own efforts or reporting to supervisor) Equipment is regularly inspected. Incidents/injuries/accidents are documented and reported in a timely manner using appropriate forms (to supervisor) Lead and/or participate in Incident Investigations as required. Ensure appropriate corrective actions are taken or passed to manager for support. Housekeeping: ensure work spaces are neat, tidy and free of clutter. Staff under your direction understand their rights, risks/hazards and how to work safely. Staff under your direction are completing hazard assessments on a regular basis and receiving additional H&S training as required. Ensure records of H&S training for your staff are completed and submitted. Maintain up to date first aid. 	
Contribute to a positive, professional and healthy work environment.	<ul style="list-style-type: none"> A positive role model for staff who demonstrates initiative, problem solving and a solid work ethic. Concerns are discussed with supervisor in a timely manner. Regular, positive communication with co-workers. Contribute to a team approach in daily activities. 	



	<ul style="list-style-type: none"> ● Chain of command is followed. ● Communicate / liaise regularly with other departments, manager, colleagues, ensuring positive communications/relationships and that regular updates flow both ways. (ID challenges, correct problems, provide feedback and recognize successes). ● Identify professional development opportunities (internally/externally) for staff for discussion w/ mgmt. 	
Ensure diligent financial management.	<ul style="list-style-type: none"> ● All spending is pre-approved. ● Receipts are retained, coded and submitted to manager for approval in a timely manner. ● Front-of-house cash and vouchers reconciled and submitted to mgmt. in a timely way (weekly / monthly). ● Prepare and assist with bank deposits as required. ● Ensuring donations received through events and front-of-house are received and submitted for receipts as required. ● Ensure, as appropriate, that terms of and processes for payments are understood and adhered to by clients. ● Timesheets are submitted to manager within 36 hours of the end of a pay period. 	
Promote and represent the YWP in the community and with partners.	<ul style="list-style-type: none"> ● Represent the YWP at events, trade-shows, etc as required. ● Assist with YWPOS donations to community organizations including budgeting, receiving, preparing donations, documenting etc. 	
Provide exceptional customer Service.	<ul style="list-style-type: none"> ● Ensure excellent customer service is provided to YWP patrons. ● Promote importance of good customer service to Wildlife Interpreters. ● Maintain a professional image by following and helping ensure staff have and wear uniform and name tags appropriately. ● Continue to learn and develop skills and knowledge on all relevant aspects of the YWPOS. 	
Assist with the delivery of Visitor Services	<ul style="list-style-type: none"> ● Provide support to Wildlife Interpreter staff and volunteers. 	



<p>Operations.</p>	<ul style="list-style-type: none"> ● Assist with bookings of regular bus and walking tours, facility rentals, and special groups are received and confirmed in a timely manner. ● Participate in delivery of tours and bookings as required. ● Ensure your programs align with mission and vision. ● Assist with enhancing and developing programming as appropriate / required. ● Assist with ensuring facilities are clean and safe (including reception cabin, bathrooms, viewing platforms, etc.) ● Maintain statistics on visitation. ● Support creation of and data collection for visitor experience surveys. ● Contribute to monthly visitor services and programming reports. 	
<p>Support the delivery of the Retail Operations Portfolio.</p>	<ul style="list-style-type: none"> ● Assist with keeping merchandize well stocked year around. ● Maintain inventory tracking ● Help ensure retail space is appropriately merchandized. 	
<p>Support the delivery of the Travel Trade Partnerships Portfolio.</p>	<ul style="list-style-type: none"> ● Support Wildlife Interpreters with appropriate communications and resources (i.e. self guide training records, bookings, etc) to help the YWP work effectively with travel trade partners. ● Assist with receiving and confirming bookings in a timely manner. ● Assist with providing self-guide partners training and information/updates for accessing YWP site in a safe and responsible way. ● Assist in ensuring travel trade partners respect and comply with YWP processes and rules. ● Assist in reconciling vouchers and submit to supervisor in timely manner (weekly/monthly). ● Assist in making records of all relevant incidents / issues (including relevant visitor feedback as appropriate). 	



Support the delivery of the Facility Rentals Portfolio .	<ul style="list-style-type: none"> ● Assist with receiving and confirming bookings in a timely manner. ● Participate in staffing facility rentals as required. ● Provide appropriate consultation before and customer service during rentals to manage and meets client expectations ● Assist with returning facility appropriate condition after rentals. 	
Support the delivery of the Special Events Portfolio .	<ul style="list-style-type: none"> ● Assist in planning and delivering events including: <ul style="list-style-type: none"> ○ Open House / Yukoner Day ○ Run Wild ○ Easter ○ Mothers/Fathers Day ○ Halloween ○ Other events as opportunities arise 	
Support the delivery of the Exclusive Experiences Portfolio .	<ul style="list-style-type: none"> ● Assist in receiving and confirming bookings in a timely manner. ● Coordinate with other staff to accommodate tours as necessary. ● Deliver exclusive experience tours as necessary. 	
Support the delivery of the Membership Portfolio .	<ul style="list-style-type: none"> ● Provide tools and updates to Wildlife Interpreters to facilitate membership sales and updates. ● Assist with monitoring of membership database and applying fixes for accuracy. 	
Complete other duties as required.	<ul style="list-style-type: none"> ● Support the administration and delivery of birthday parties. ● Support health and welfare of animal collection. ● Support trail maintenance. ● Assist with outreach programming as required. 	

Projects and Specific Targets (updated annually)		
Key Performance Commitments & Actions <ul style="list-style-type: none"> ● Identify the work/job related tasks, activities, functions and/or projects you will complete during the performance review period ● Identify the actions you will take to meet your commitments 	Performance Measures <ul style="list-style-type: none"> ● Indicate how you and your manager will know if you've met each commitment and how well you've done ● More than one measure can be used ● Measures are clear and within your control 	Results Achieved <ul style="list-style-type: none"> ● Complete at the end of the review period ● Reflects your accomplishments, what you actually did and the impact on your department / YWP.



TERMS OF AGREEMENT:

This agreement is made between:

_____ (employee) and Yukon Wildlife Preserve Operating Society (employer)

The current term of this agreement is from:

_____ to _____,

at which time, the agreement will be renewed: _____,

with any subsequent changes coming into effect on: _____.

This agreement can be modified:

- during the current term (with immediate effect) with mutual agreement between employer and employee;
- after the current term of the agreement is complete.

This agreement was last modified on:

_____.

Employee performance reviews will be based on the Performance Commitments and Performance Measures above.

Interim review: _____

Annual review: _____