



Park Front Entry Attendant Brightsand Lake Regional Park Authority

Approval Date

2026
January 2026

The Front Entry Attendant is a front-line customer service role responsible for welcoming visitors, supporting entry operations, and helping create positive first impressions for Brightsand Lake Regional Park.

Entry Attendants work directly with the public and support the daily flow of park entry, reservations, and office operations. This role requires a friendly attitude, attention to detail, and the ability to stay organized during busy periods.

Reporting Relationship: Reports directly to the Park Operations Manager while supporting the Front Entry Team Lead in day-to-day coordination.

Key Responsibilities

Customer Service & Guest Experience/Entry & Office Operations

- Greet visitors in a friendly, professional manner
- Answer basic questions about park rules, amenities, services, and local information
- Help resolve routine concerns respectfully and calmly
- Escalate issues to Park Operations Manager when required
- Assist with entry procedures and administrative duties
- Operate office equipment, laptop, reservation systems, and payment devices
- Collect fees and provide receipts as required
- Keep accurate records of bookings and campsite information

Organization & Team Support

- Follow established procedures and complete tasks on time
- Maintain a tidy, organized, and welcoming entry and office space and outdoor surroundings
- Work as part of a team and communicate clearly with all staff, Managers, and Board Members

Safety and Compliance

- Follow established procedures and complete tasks on time
- Support safe office operations and respond appropriately to emergencies
- Report safety concerns or incidents directly to Park Operations Manager

Qualifications and Skills

- Friendly and professional customer service skills
- Strong communication and attention to detail
- Organized and able to manage multiple tasks
- Comfortable handling payments and basic administrative work
- Basic computer skills including but not limited to emails, reservation systems, digital forms, Microsoft Office etc.
- Able to work weekends and peak periods as needed



Compensation and Employment Details

- Seasonal position (approximately May to September)
- Start date may vary and may begin between May 1-15
- Wage based on experience and qualifications
- Hours may vary up to 40 hours per week and typically include weekends and peak periods, so flexibility is required
- Compensation will be determined and reviewed annually by the Board.
- Vacation pay is provided on each payroll cycle.
- Payroll is processed semi-monthly
- Training may be supported where applicable to park operations

Termination of Employment

The Brightsand Lake Regional Park Authority reserves the right to terminate an Employment Agreement, with documented evidence of unsatisfactory performance, failure to follow direction, or misconduct

Progressive discipline will generally follow these steps:

1. Verbal discussion outlining concerns and expectations - documented
2. Written notice outlining required improvement
3. Termination of employment, with supporting documentation.

Immediate termination may occur in cases involving serious misconduct, safety risks, or policy breaches.