



Front Entry Team Lead Brightsand Lake Regional Park Authority

Approval Date

2026
January 2026

Position Overview

The Front Entry Lead is a key support role within the park's front entry and office operations. This position focuses on organization, coordination, and leading by example to ensure smooth daily operations and a positive experience for park patrons.

The Front Entry Lead is not a supervisory or management position. This role is intended for an organized, dependable individual who supports park operations by assisting with scheduling, training, and daily coordination of entry attendants while continuing to work directly alongside the team.

This position plays an important role in setting expectations, maintaining consistency, and supporting staff success, while all final authority, decision-making, and disciplinary responsibilities remain with the Park Operations Manager.

Key Responsibilities

Reporting Relationship

- Reports directly to the Park Operations Manager
- Works collaboratively with Entry Attendants, Maintenance Supervisor, and Park Board Authority Leadership team

General Duties

- Support daily front entry and office operations in accordance with established Brightsand Lake Regional Park procedures
- Assist with organizing daily tasks and work priorities as directed by the Park Operations Manager
- Carry out administrative activities associated with Saskatchewan Regional Parks guidelines
- Maintain accurate records related to entry operations, bookings, and general office activities
- Ensure the entry office and surrounding area remain clean, organized, and welcoming

Team Support & Leadership

- Lead by example by demonstrating professionalism, reliability, and strong time management
- Assist with scheduling entry attendants for approval by the Park Operations Manager
- Help train and onboard new entry attendants using established procedures and tools
- Provide day-to-day support and clarification to entry staff regarding procedures and expectations
- Promote teamwork, accountability, and respectful communication within the Front Entry team, Maintenance Supervisor, and Park Operations Manager

Operations & Guest Experience

- Support Park patrons by providing information, answering questions, and resolving routine concerns
- Operate office equipment including laptops, LetsCamp reservation systems, and electronic payment devices, printers, scanners etc. Ensuring all necessary supplies are available to operate the offices and park
- Assist with balancing daily transactions and preparing deposits as directed, solving discrepancies
- Help ensure efficient use of park facilities through accurate record-keeping and communication
- Address guest concerns calmly and professionally, directing escalating issues to Park Operations Manager when required

Safety & Compliance

- Follow all park bylaws, policies, and safety procedures
- Support compliance with Occupational Health & Safety standards
- Assist with identifying and reporting safety concerns or hazards
- Support staff awareness of safety practices and emergency procedures

Communication

- Maintain clear, respectful communication with the Park Operations Manager, Maintenance Supervisor, Park Board members and all park staff
- Document and relay patron feedback or concerns as directed to Park Operations Manager
- Document and communicate scheduling or operational issues promptly to Park Operations Manager



Qualifications & Skills

- Strong organizational, time management, and scheduling skills
- Excellent customer service and communication abilities
- Ability to manage multiple tasks in a fast-paced, public-facing environment
- Experience in office administration, customer service, or hospitality is an asset
- Strong attention to detail and follow-through
- Ability to work collaboratively while following direction
- Basic computer skills (email, spreadsheets, booking systems) including but not limited to Dropbox, Google, Microsoft Office, and QuickBooks

Employment Details

- Seasonal position (approximately April 1 to September 30 – Dependent on weather and workload)
- Wage: Based on experience and qualifications
- Hours of work may be up to 40hrs per week and will vary to include weekends and peak periods, so flexibility is required
- Payroll is processed on a semi-monthly basis
- Vacation pay is issued in accordance with Saskatchewan Employment Standards
- Brightsand Lake Regional Park may support approved training opportunities relevant to front entry operations, subject to documentation and operational needs

Termination of Employment

Brightsand Lake Regional Park Authority reserves the right to terminate employment with documented evidence of unsatisfactory performance, failure to follow direction, inability to meet role expectations, or misuse of authority.

Progressive discipline will generally follow these steps:

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

Nothing in this section limits the Park's right to act immediately in cases of serious misconduct or safety concerns.