

Job Title: Assistant Campground Supervisor (Beavermead Campground & Warsaw Caves Conservation Area)

Reports to: Manager, Conservation Lands Program

Details: 40-hour work week - \$26/hour

Purpose

The Assistant Campground Supervisor oversees the efficient and effective delivery of campground, day-use, and facility services at Beavermead Campground and Warsaw Caves Conservation Area. This role ensures compliance with all Otonabee Conservation policies, relevant legislation, and safety standards. The Assistant Supervisor is responsible for managing park operations, facilities, security, and a seasonal team while promoting visitor satisfaction, resource management, and the Authority's conservation goals.

Primary Responsibilities (This is not an exhaustive list)

- **Park Operations & Facility Management:** Oversee the daily operations of the campgrounds and day-use areas, ensuring clean and safe facilities, including washrooms, roads, trails, parking, campsites, and waste management. Ensure compliance with operational standards and policies.
- **Staff Support:** Supervise, train, and evaluate seasonal staff, ensuring compliance with all health and safety regulations. Provide performance coaching, schedule shifts, and foster a positive work environment.
- **Customer Service & Visitor Interaction:** Lead customer service operations, including managing the online reservation system and responding to visitor inquiries, complaints, and service requests. Ensure all visitors receive high-quality assistance to enhance their experience.
- **Revenue & Financial Management:** Oversee revenue collection processes, ensuring accuracy and security of funds. Maintain financial records and ensure compliance with established financial procedures and policies.

- **Public Safety & Security:** Supervise the security operations of the parks, ensuring adherence to safety protocols and park regulations. Act as the lead for security enforcement when necessary, responding to incidents and resolving conflicts effectively.
- **Health & Safety:** Ensure compliance with the Occupational Health and Safety Act (OHSA) regulations and organizational safety policies, fostering a safe environment for staff and visitors.
- **Stakeholder Communication & Relationship Management:** Develop and maintain positive relationships with local stakeholders, including municipalities, law enforcement, public health agencies, and other partners. Act as a liaison between the park and external organizations.
- **Property & Resource Management:** Assist in the planning and execution of environmental management activities such as property inspections, vegetation control, hazard mitigation, and maintenance of park assets and natural resources.
- **Operational Planning:** Contribute to the creation and execution of operational plans, property development strategies, and service improvements. Monitor and report on the condition of park facilities and make recommendations for upgrades or repairs as necessary.
- **Other Duties:** Participate in various activities supporting the broader goals of the Conservation Lands Program and contribute to the ongoing operation and maintenance of the Authority's conservation areas.

Skill

- **Education:** A post-secondary degree or diploma in Parks and Recreation Management, Environmental Science, Resource Management, or a related field. A combination of education and experience may be considered.
- **Experience:** Minimum of 2-3 years of experience in campground or park operations, with at least 1 year in a leadership or supervisory capacity. Demonstrated leadership in managing staff, budgets, and multi-functional projects.
- **Knowledge & Technical Skills:** Knowledge of park management practices, outdoor recreation, environmental conservation, and land management. Familiarity with the Conservation Authorities Act and relevant legislation, bylaws, park security procedures and incident response protocols.
- **Leadership & Teamwork:** Ability to lead and develop staff, manage park operations, and handle customer relations. Strong decision-making skills and experience in conflict resolution.
- **Communication:** Effective verbal and written communication skills, with the ability to interact professionally with staff, visitors, and stakeholders. Proficient in using Microsoft

Office Suite, park management software, and other digital tools for administrative and reporting purposes.

- **Certifications & Licenses:**

- Valid Ontario Class G driver's license and clean driving record.
- Current police criminal record check.
- Standard First Aid and CPR Certification (or willingness to obtain).
- Chainsaw Operator Certification an asset.

Effort

- Must be available to work all weekends, statutory holidays, and irregular shifts, including nights, during the campground operating season (May to October).
- Physical ability to perform tasks requiring strength, such as lifting or moving up to 27 kg (60 lbs) and working in variable weather conditions.
- Ability to work under pressure and handle multiple priorities, balancing administrative tasks with outdoor work in diverse conditions.

Working Conditions

- Frequent interaction with the public, including managing visitor questions, complaints, and ensuring a positive experience.
- Exposure to outdoor elements, environmental hazards (e.g., wildlife, poison ivy), and physical labor.
- Use of hazardous materials (e.g., cleaning agents, fuels) and handling of waste materials.
- Use of equipment such as side-by-sides, mowers, chainsaws, and small hand tools for park maintenance.
- Occasional travel using corporate vehicles.