

Job Title: Campground Operations/Gatehouse Attendant

Reports to: Assistant Campground Supervisor (Beavermead Campground & Warsaw Caves Conservation Area)

Details: 40-hour work week - \$17.60/hour

Purpose

The Campground Operations/Gatehouse Attendant provides frontline customer service, operational support, and administrative assistance to ensure a positive visitor experience at Beavermead Campground, and Warsaw Caves Conservation Area. This role involves supporting gatehouse operations, campground maintenance, and public safety measures while delivering friendly, professional service to visitors.

Primary Responsibilities (This is not an exhaustive list)

- **Gatehouse Operations:** Perform administrative tasks, including phone and email communication, managing reservations, and maintaining a clean and organized gatehouse environment.
- **Park Operations:** Assist with the upkeep of park facilities by performing routine inspections, reporting issues, and supporting minor maintenance tasks.
- **Customer Service & Visitor Interaction:** Welcome visitors, provide park information, process reservations, and assist with inquiries to ensure a positive visitor experience.
- **Revenue Collection & Record-Keeping:** Accurately process payments for park services, maintain transaction records, and handle fees securely in accordance with established procedures.
- **Public Safety & Security:** Monitor visitor adherence to park rules, communicate safety guidelines, and report incidents or emergencies to supervisors.
- **Other Duties:** Support additional activities related to the operation of the conservation areas as required to ensure smooth park operations.

Skill

- **Education:** Completion of secondary school (or equivalent). Enrollment in post-secondary study in Environmental Science, Parks and Recreation, Tourism, or a related field is considered an asset.
- **Experience:** Experience in customer service, cash handling, administrative roles, and prior involvement to campground operations or outdoor recreation is considered an asset.
- **Knowledge & Technical Skills:** Basic understanding of park operations and computer proficiency to manage reservations and general administrative tasks effectively.
- **Communication:** Strong ability to engage with visitors professionally, handle complaints with tact, and collaborate effectively with team members.
- **Certifications & Licenses:**
 - Valid Ontario Class G2 or G driver's license and clean driving record.
 - Current police criminal record check.
 - Standard First Aid and CPR Certification is 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.