Position Description

Job Title: Assistant Supervisor
Warsaw Caves Conservation Area

Reports to: Supervisor, Warsaw Caves Conservation Area

Purpose
Responsible for all aspects of park operations including: park maintenance, gatehouse operations, and park security. In addition responsible for coordinating and supervising seasonal park staff in the absence of the Supervisor at Warsaw Caves Conservation Area.

Primary Responsibilities (This is not an exhaustive list)

- Act as a supervisor to seasonal park staff in the absence of the Supervisor
- Assist in administering the day to day operation of the park including: park maintenance, gatehouse operations and park security
- Provide positive visitor experiences with good customer service and problem solve for visitors as required
- Assist in the coordination and supervision of seasonal staff assigned to the park
- Assist in administering operating policies and practices to help ensure the safety of both staff and visitors
- Ensure staff are in compliance with the Occupational Health and Safety Act and any other safety related legislation
- Assist in the management of revenue generating processes and be accountable for the security of any fees collected and related record keeping
- Assist with park security program including: regular patrols; opening/closing of the park and its facilities; enforcing park regulations, operating policies and practices, and any applicable laws or bylaws; related record keeping
- Oversight of and participation in park/campground maintenance activities including washroom cleaning, campsite cleaning, grounds keeping and general grounds/building/equipment maintenance (trails, beach & swimming area, picnic shelter, campsites, comfort station), waste/recycling activities and related record keeping
- Perform other relevant duties as assigned

Skill
- Post-secondary experience in Parks and Recreation, Security, Environmental or related discipline; and/or related work experience in parks or campground operation
- Supervisory, leadership and administrative skills
- General knowledge of maintenance/repair of grounds, buildings and equipment
- Effective communication and customer service skills
- Customer service skills including conflict management and resolution.
- Experience in security and enforcement related activities including knowledge of applicable laws/bylaws/regulations an asset
- Chainsaw certification an asset
- Valid Ontario Class G driver’s license, clean driving record and drivers abstract is required
- Criminal/Vulnerable sector check required
- First Aid Certificate required (training is provided)

**Effort**
- This position is weekend oriented, must be able to work all weekends and statutory holidays
- Occasionally required to work irregular shifts involving night time work
- Fatigue from handling multiple tasks and priorities
- Occasionally required to lift or drag up to 27 kilograms (60 pounds)
- Occasionally, traverse irregular or uneven surfaces and terrain
- May be expected to be on-call for the operating period of the campground

**Working Conditions**
- Working time is spent in a combination of office and field environments, outdoor work is a significant component of this job and the ability to work in variable outdoor environments is required
- Working conditions may include exposure to inclement seasonal weather which, in summer, will include high temperatures and humidity
- Occasionally required to extend or modify hours of work in response to high/low visitor volumes, emergencies, attendance at training sessions or other work related meetings
- Exposure to potentially hazardous conditions include inclement weather (i.e. high temperatures and humidity), work near watercourses and working with hazardous chemicals
- Hazardous conditions may include traversing irregular or uneven surfaces and terrain, working near watercourses, working with cleaning products and other hazardous chemicals, and the presence of insect pests
  - Occasionally required to interact with angry or dissatisfied customers