Internal/External Job Posting
Seasonal Bargaining Unit Position
Senior Customer Service Representative
1 Position at Byng Island Conservation Area

The Grand River Conservation Authority (GRCA) has an international reputation for excellence in managing the natural resources of the largest inland river system in southern Ontario. Encompassing approximately 6,800 square kilometres, the Grand River watershed has a population of almost one million people in 39 municipalities and two First Nations. Designated as a Canadian Heritage River, the Grand River and its major tributaries boast many outstanding human heritage features and excellent recreational opportunities. The GRCA is committed to environmental protection by delivering services that ensure the well-being of the environment and its inhabitants.

**General Accountabilities**
Reporting to the Superintendent of the Conservation Area, this position is responsible for the provision of efficient and effective customer service and gate attendant operations.

**Specific Accountabilities**
1. Perform daily gate duties: issue day use and permits, book reservations for group camping, pavilions and overnight campsites, receive and direct incoming telephone calls, respond to general park inquiries via email, clean the gatehouse and maintain garden as required.
2. Provide pertinent information to public queries regarding all aspects of area facilities, activities and regulations.
3. Register all new seasonal campers which includes providing information on facilities and regulations, processing and recording seasonal fees and hydro deposits.
4. Train gate staff in all gate operations and policies as well as in the use of Microsoft RMS and the Recreation Dynamics reservation system.
5. Contact the Superintendent for direction regarding operational problems or concerns regarding the health, safety or conduct of any staff members /area visitors.
6. Assign duties to gate staff i.e. cleaning of lunchroom/ bathroom, gardening, general maintenance of the gatehouse, traffic control, work location (main office or kiosk), telephone duties, etc.

**Technical Accountabilities**
1. A minimum of two seasons related work experience.
2. Demonstrated interpersonal and communication skills with the public and staff.
3. Proficient computer skills in MS Word and Outlook and reservation systems.
4. Knowledge of Conservation Area and facilities as well as local area. Familiarity with all Grand River Conservation Areas.
5. Knowledge of Conservation Area policies and applicable Acts.

The pay range for this position is Job Level 3 $19.26 to $24.09 per hour 40 hours per week. This position will be required to work regular weekend shifts.

**Approximate Start Date:** April 2020

**Term of Seasonal Employment:** April to October recurring

**To Apply:** Please send a resume and covering letter to careers@grandriver.ca in MS Word or PDF format and quote “Customer Service Byng in the subject line.

**Deadline for Applications:** 4:00pm Friday February 21, 2020

Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.