



Internal/External Job Posting including Competencies

Seasonal Bargaining Unit Position

Senior Customer Service Representative

Who we are

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. Our team is made up of committed and passionate experts in their fields, including scientists, engineers, researchers, educators, stewards, planners, foresters, recreation experts and much more. Every day, we come to work to improve the health of the natural environment of the Grand River watershed for those who call it home or come to visit. We are a progressive team, dedicated to lifelong learning, collaboration and making a positive impact.

Who you are

You want to be part of an organization with an environmental goal. You want the work you do to make a difference. You like a team environment where everyone has an opportunity to contribute to achieve a shared goal, no matter their background or level of education and experience. You like problem solving, expanding your horizons and making even the smallest positive impact for your community and the planet.

Why work for us

Our team feels a connection to their work, to each other and to the community we serve. We offer staff development plans and open doors to help advance your career. And our employees benefit from being part of the Ontario Municipal Employees Retirement System (OMERS), with 100% matching contributions from GRCA.

Overview of the opportunity

The GRCA is looking for a hard working candidate available for 6 months of full-time work. They will be part of a team working together connecting people to the environment through outdoor experiences at the Elora Gorge. This is a great opportunity to meet new people, work outside in an inspiring setting.

What you'll do:

- Perform customer service duties involving direct dealings with the members of the public and administrative duties including among other items, issue day use and permits, book reservations for group camping, pavilions and overnight campsites, online ticketing sales inventory -fulfilment/refunds (e-pass, memberships, auto-gate, tubing, quarry, seasonal camping etc. as applicable at each Conservation Area), receive and direct incoming telephone calls, respond to general conservation area inquiries via email, keeping inventory and maintain adequate office supplies.
- Provide pertinent information to public queries regarding all aspects of area facilities, activities and regulations.
- Review all online seasonal camper registrations and assist with collection of data (upload insurance, site alteration forms etc.) receive and document cash payments for online registration requirements, in preparation for Superintendent approval. Provide current information on facilities and regulations, process and record seasonal fees and deposits.

- Train attendants in gate operations and policies as well as in the use of the online reservation systems, online fulfilment systems, such as e-pass, tubing/quarry sales, auto gate sale and membership fulfilment (as applicable to each Conservation Area). Assist with training of other positions such as maintenance and security.
- Provide campsite reservation system support for all GRCA customers and Grand River Conservation Area staff.
- Contact the Superintendent for direction regarding operational problems or concerns regarding the health, safety or conduct of any staff members /area visitors.
- Assign duties to attendants i.e. cleaning of lunchroom/ bathroom, gardening, general maintenance of the gatehouse, traffic control, work location (main office or kiosk), telephone duties, etc.

Education:

- High School Diploma

Experience

- A minimum of two seasons related work experience.
- Demonstrated interpersonal and communication skills with the public and staff.
- Proficient computer skills in MS Word, Excel, Outlook and reservation systems.
- Knowledge of the Conservation Area and facilities as well as the local area. Familiarity with all Grand River Conservation Areas.
- Knowledge of Conservation Area policies and applicable Acts.

Competencies and Abilities

Professional Judgement

Sound judgment resulting in fair, efficient and effective decision making, bringing clarity and resolution to complex and ambiguous situations. Ability to carry out skillful negotiations and interest based conflict resolution. Managing emergencies decisively and effectively striving for minimal cost and disruption to individuals and operations. Recognize when to escalate appropriate situations to the next higher level of expertise.

Integrity/Ethics

The willingness to hold oneself accountable for acting in ways that are consistent with stated values, principles and professional standards. Maintaining impartiality, objectivity and fairness when dealing with employees, consultants, contractors, stakeholders and other agencies. Maintains a calm and professional attitude in the face of change, stressful situations and challenges. A high level of personal and professional excellence including the ability to align personal and organizational values.

Goal/Action Oriented

Does not shy away from challenges and seldom gives up, especially in the face of resistance, setbacks or change. Seizes opportunities; takes initiative and is self-motivated. Organizes work, plans activities and sets priorities in a manner that meets competing needs and timely resolution of matters. Maintains high level of productivity and self-direction. Effective problem solving, collaboration, negotiation and facilitation skills.

Team Work

Interacts with people respectfully and effectively as part of a team. Able and willing to share and receive information. Exceptional communications skills are required for working with internal teams to achieve mutually beneficial outcomes and to provide support to other programs within GRCA.

Customer Focus

Dedicated to meeting the expectations and requirements of internal and external customers. Develops and maintains effective relationships and ensures good communications with other staff, external stakeholders, contractors and other agencies. Works in close collaboration with internal on site staff to keep them apprised of relevant information and significant issues in a timely fashion. Demonstrated ability to build ongoing working relationships and communicating with tact and diplomacy. Exceptional communication skills to enhance relationships with the public - dealing with multiple inquiries, customer complaints and evictions.

Compensation and Benefits

- Pay range starting at \$22.95 per hour/40 hours per week
- Job stability and security
- Gold-standard Ontario Municipal Employees Retirement System (OMERS) pension fund with 100% employer matching contributions.
- Free year-round access to GRCA conservation areas (parks).
- Season Length: Mid-April to Mid-October recurring

Approximate Start Date: May, 2025

To Apply: Please send a cover letter and resume to careers@grandriver.ca in MS Word or PDF format and quote "SCSR Elora in the subject line.

Deadline for Applications: 4:00pm May 8, 2025

We thank you for your interest, however only candidates under consideration will be contacted.

GRCA is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you require any accessibility accommodations at any point during the application and hiring process, please contact us. Any information received relating to accommodation will be addressed confidentially

Pursuant to section 29(2) of the Municipal Freedom of Information and Protection of Individual Privacy Act R.S.O. 1990, C. M.56 the personal information contained on this form is collected under the legal authority of the Conservation Authorities Act, R.S.O. 1990, chapter C.27 and is used for recruitment purposes. Questions about the collection of personal information should be directed to the Manager of Human Resources, Grand River Conservation Authority, PO Box 729, 400 Clyde Road, Cambridge, Ontario N1R 5W6. 519-621-2761.