



Summer Student Job Posting

Customer Service Representative – Elora Gorge CA

Each summer, the Grand River Conservation Areas welcomes over 2 million visitors to our 12 Conservation Areas. Our customers enjoy camping, swimming, boating, tubing, fishing and hiking.

We are looking for students that want to be part of our team that connects people to the environment through outdoor experiences. This is a great opportunity to meet new people, work outside in an inspiring setting and gain valuable work experience.

What you will be doing:

You will work together as a team by engaging with our visitors to provide excellent customer service. Depending on the work location you select, you may work at the gatehouse welcoming customers and/or rent canoes, kayaks, pedal boats or rent tubing equipment to customers.

- Perform daily gate duties: issue day-use and campsite permits, book reservations for group camping, pavilions and overnight campsites, receive and direct incoming telephone calls.
- Responsible for handling cash using a cash register with electronic payment.
- Respond to customer concerns and complaints courteously and effectively.
- Ensure customers sign a waiver and are provided safety equipment with clear operating instructions.

Advantages:

- A memorable summer working with your peers.
- Consistent full time hours.
- Schedule for the full season.
- Gain confidence in dealing with the public.
- Eligibility to enroll in our pension plan (OMERS).

Requirements:

- Currently enrolled as a full-time student.
- Interest in working independently and in a team environment.
- Availability to work days, evenings, weekends and holidays.

Work Period: July to Labour Day 2025 (potential of shifts to Mid-October)

Pay Rate: \$17.20 per hour

Shift: Weekends, Day and Evening Shifts, Statutory Holidays Up to 40 hours per week

All successful applicants must possess their own Green Patch CSA approved safety boots, be able to work outdoors in all weather conditions and be available to work the duration of the season.

To Apply:

Please send your resume and cover letter (referencing location and Customer Services Representative) by email to careers@grandriver.ca (Please send your resume and cover letter as an MS Word document or PDF).

Applications will be reviewed as received. This position is currently vacant and needs to be filled ASAP

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

The GRCA strives to provide a collaborative and respectful work environment. We value the health and well-being of our employees and prioritizes Health and Safety in our workplace

Students have the option to participate in the OMERS defined benefit pension plan, with generous employer matching.

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.