

Crew Member

Job Description:

This is an opportunity to develop hands-on experiences in customer service, campground maintenance and operations and natural resources management. In this position you will have the opportunity to be assigned to the area that best meets your skill set including either Dalewood or Lake Whittaker Conservation Area campground, trail maintenance or assisting with Kettle Creek Conservation Authority's many programs and services throughout the operating season of May 1 – September 30.

Crew members are expected to work as part of a team and may be required to share in all aspects of our facility operations including cash handling, safety, maintenance, visitor services and monitoring for adherence to KCCA's Zero Tolerance Policy, Rules and Regulations. Crew members report to the associated campgrounds Conservation Area Coordinator and/or the Authority's Maintenance Coordinator. All crew members must work effectively alone and during non-daylight hours. The majority of work is outdoors and includes weekends, statutory holiday, and nights.

Campground Patrol, Safety, & Rule Enforcement

- Patrol areas to protect and preserve resources and facilities by checking for misuse, undesirable activities, and hazardous situations
- Seek voluntary visitor compliance with rules and regulations; issue verbal and written warnings as necessary and prepare related reports
- Be familiar with KCCA's Rules, Regulations and Standards, Zero Tolerance Policy and the relevant Emergency Plan

Custodial, Landscape, & Facility Maintenance

- Clean washrooms (including unplugging toilets), and showers
- Collect, separate and properly dispose of garbage and recyclable materials
- Conduct general grounds maintenance including cutting grass and painting
- Prune trees and shrubs using manual and power tools
- Construct, maintain, and restore hiking trails using hand and power tools

Visitor Services & General Park Operations

- Accept and process payments for campground services and issue camping and day-use permits and watercraft rentals
- Provide information about local attractions, park rules, and regulations to visitors
- Ensuring compliance with policies and procedures related to park operations and cash handling
- Maintain a good work relationship with staff, visitors and community groups

Additional Duties

- May be required to assist in the daily operation of outdoor swimming pool including monitoring the pool facility, promoting water safety and enforcing pool rules.
- Resource interpretation and conservation

What we are looking for (Desired Attributes):

These are the attributes we are looking for in our top candidates. *If you have these skills, please let us know in the Education and Experience section of your application.* Attachments such as resumes and cover letters are not requested for this application process and therefore will not be considered during review.

- Experience in maintenance activities such as operating hand tools, lawnmowers, equipment, 4x4 vehicles, golf carts and ATV's.
- Skill in customer service, communication and/or conflict resolution.
- Skill in working both independently and in a team setting
- Experience in making change, balancing a till, reconciling fees and operating POS (point of sale machines)
- Skill in cleaning facilities, including washrooms and showers

Minimum Qualifications:

- Must possess a valid Class "G2" or "G" driver's license in good standing for entirety of employment. Successful candidates must provide a MTO Driver's Abstract.
- Must be available to work weekends, statutory holiday, nights and in adverse weather conditions (majority of work is outdoors).
- Ability to deal tactfully and fairly with the general public including conflict resolution skills
- Customer service and cash register experience is an asset
- Ability to operate small hand tools, grass cutting experience is an asset.
- Demonstrated ability to work as part of a team.

Special Requirements:

- Must wear KCCA supplied uniform
- CSA approved footwear must be worn at all times (to be supplied by candidate)