

POSITION TITLE: Visitor Services Representative

REPORTING TO: Conservation Areas Supervisor

PURPOSE OF POSITION:

The Visitor Services Representative will be responsible for increasing the awareness level of our clientele toward the natural environment and heritage of the Springwater Conservation Area and the Springwater Forest. This individual is considered to be a key component of our tourism team.

DUTIES AND RESPONSIBILITIES:

- Develop, coordinate, and implement various participant oriented activities throughout the peak summer months for the education of approximately 60,000 annual visitors to the Springwater Conservation Area (ie. coordinate hikes for campers young and old, craft programs and games for children)
- Assist in the preparation and delivery of Scouting and Guiding programs, specialized day camps, and Women in the Outdoors programming
- Assist with Gatehouse operations (camping reservations/permits, sales, facility rentals)
- Address any questions or concerns that visitors may have and respond to them in an informative and effective manner.
- Assist with Special Events and company picnics
- A full written Report, complete with evaluations of all activities and future initiatives, will be compiled at the end of the placement.

QUALIFICATIONS:

- Previous experience and/or training in ecotourism
- Previous experience in a retail setting
- Computer literate, including experience with CAMPing Pro a definite asset
- Post-Secondary Education
- Must be organized and be able to work with a minimum of supervision
- Strong verbal and written communication skills
- Ability to deal with the public in an effective and courteous manner
- Ability to work flexible hours - will be required to work weekends
- Valid M.T.O. driver's licence.