



## CATFISH CREEK CONSERVATION AUTHORITY

8079 Springwater Road, RR# 5, Aylmer, Ontario N5H 2R4

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POSITION TITLE: Customer Services Clerk

REPORTING TO: General Manager

PURPOSE OF POSITION:

To assist with the revenue producing and administration aspects of the Springwater Conservation Area during the operating season (March through October).

DUTIES AND RESPONSIBILITIES:

- Operating the Springwater Visitor Centre in accordance with the Springwater C.A. Gate Attendant Manual (camping reservations/permits, facility rentals, store sales/inventory, customer service).
- Assisting in the training and supervision of Gate Attendants.
- Assisting in management of the entry card system
- Assisting with site checks, extra fridge evaluations, golf cart permits, etc.
- Develop, coordinate, and implement various participant oriented activities throughout the peak summer months for annual visitors to the Springwater Conservation Area (ie. coordinate hikes and activities for campers young and old).
- Address any questions or concerns that visitors may have and respond to them in an informative and effective manner.
- Assist with all special events including company picnics, weddings, festivals etc.
- Assist senior staff with delivering Environmental Education programs.

QUALIFICATIONS:

- Previous experience in a retail or customer service setting
- Strong financial skills
- Computer literate including Microsoft Office, WordPerfect, and database programs
- Post-Secondary Education
- Must be organized and be able to work with minimal 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/ holidays
- Valid M.T.O. driver's licence.