



## CATFISH CREEK CONSERVATION AUTHORITY

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POSITION TITLE: Lead Gate Attendant (Seasonal)

IMMEDIATE SUPERVISOR: Communications/Program Support Assistant

### PURPOSE OF POSITION:

The Lead Gate Attendant provides guidance, training, and group leadership to gate staff to ensure efficient and positive park operations. They support the daily functioning of the campground and day-use access points, maintain safety and cleanliness standards, and assist with administrative tasks related to park programs. The Lead Gate Attendant also plays a key role in supporting educational programming, day camps, and special events. They will help support the Communications/Program Support Assistant with administrative duties and event planning. This is a seasonal position requiring work from February to November including weekends, holidays and evenings.

### DUTIES AND RESPONSIBILITIES:

- Provide guidance, training, mentorship and support to gate staff to ensure smooth and efficient operations.
- Deliver excellent customer service, addressing visitor inquiries, and providing information about conservation areas managed by Catfish Creek Conservation Authority.
- Answer telephone and email inquiries, providing accurate and helpful information to visitors and the public.
- Assist with the implementation of education programming and day camps, helping facilitate activities and ensure participant safety.
- Support the Communications/Program Support Assistant by covering reception, administrative duties, and program support.
- Assisting with Facility Rental bookings and Group Camping bookings.
- Assist with the operation of the campground Visitor Centre, day-use gate, and concession booth, including selling passes, permits, and facility rentals.
- Maintain cleanliness and organization of the Visitor Centre, concession area and day-use gate.
- Assist with special events and campground activities
- Support the Maple Syrup Program, administration and other park programs.
- Share knowledge about the park rules, safety procedures, and conservation efforts.
- Ensure safety and health protocols are followed by visitors and staff.
- Perform other duties as assigned to support park operation and visitor experience.

### QUALIFICATIONS:

- Previous experience in customer service, retail, administrative support is preferred.
- Experience in providing leadership and group support is an asset.
- Experience with reservation and point-of-sale software is an asset.
- Knowledge of basic first aid is an asset.
- Reliable and flexible, with the ability to work weekends, holidays, and evenings during the

seasonal period.

- Strong verbal and written communication skills.
- Ability to work independently and manage multiple responsibilities.
- Physically capable of outdoor tasks, including grounds keeping and cleaning.
- Valid MTO G2 Driver's License.
- All successful applicants must possess their own Green Patch CSA approved safety boots.

**Rate of Pay: \$18.35 per hour for up to 37.5 hours a week**