



CATFISH CREEK CONSERVATION AUTHORITY
8079 Springwater Road, RR# 5, Aylmer, Ontario N5H 2R4
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Customer Services Outreach Clerk – Job Advertisement

The Catfish Creek Conservation Authority is accepting applications for the contract position of Customer Services Outreach Clerk.

Key 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).
- Assist the Financial Services Coordinator with the financial administration aspects of the Springwater Conservation Area, and cover basic financial work.
- Cover basic reception/ communications work when Communications/ Program Support Assistant is absent.
- Assist the Conservation Areas Supervisor with operational administration aspects of the Springwater Conservation Area.
- Assist in the handling of Seasonal Camper administration.
- Assist in the training and day to day supervision, hiring and scheduling of Gate Attendants.
- Assist in the management of the entry card system
- Assist with site checks, extra fridge evaluations, golf cart permits, etc.
- Develop, coordinate, and implement various participant oriented activities throughout the peak summer months for day camps, youth groups, community groups and 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 as required with all special events including company picnics, weddings, festivals, Forest Festival Marsh Quest, Envirothon.
- Coordinate, interpret and assist senior staff with the delivery of the Authority's Environmental Education programs (outreach and in-house).
- Other duties as assigned.

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 license.

Salary will commensurate with qualifications and experience. A detailed job description can be found on our website at www.catfishcreek.ca

Compensation and Benefits:

12 Month Contract (Renewable) Grade 3 Job Classification (\$44,293.77 - \$52,889.08) based on a 37.5-hour workweek. Deadline for Applications: 4:00 p.m., Wednesday September 11th, 2024.

Resumes, references, and a separate covering letter should be submitted to: Mr. Dusty Underhill, General Manager, via email, generalmanager@catfishcreek.ca. We thank all applicants; however, only those selected for an interview will be contacted.

*Mission Statement: "To communicate and deliver resource management services and programs
In order to achieve social and ecological harmony for the watershed"*

