

Internal/External Job Posting:

Customer Service Representative

Fanshawe Conservation Area, London, ON

The Upper Thames River Conservation Authority is currently accepting resumes for the seasonal position of Customer Service Representative at Fanshawe Conservation Area. **There are 8 positions available varying in length from 16 to 26 weeks with the earliest start date of April 13, 2022 and the latest end date of October 16, 2022.**

Reporting to the Conservation Area Superintendent, the Customer Service Representative will assist in the daily operation of the gate and registration offices selling daily and seasonal permits, and registering campers while providing quality customer service.

Responsibilities

- Sell permits and register guests according to Conservation Authority policy
- Provide quality customer service to guests providing information regarding facilities, regulations, policies and the general Authority mandate
- Process revenue according to Authority revenue collection policy
- Collect large quantities of revenue and balance to computer generated shift report
- Address customer concerns and complaints
- Control and regulate visitor access to the Conservation Areas
- Operate CAMIS/Everest reservation/registration system

Qualifications

- Minimum of grade 12 High School education or equivalent and experience in revenue collection
- Ability to work with a large volume of customers on a daily basis
- Basic computer skills is an asset
- Ability and desire to assist other staff when required to do so in other work areas of the Conservation Area
- Ability to work flexible hours including evenings, midnight shifts, weekends and holidays
- Valid CPR and First Aid Certificate
- Current Criminal Record and Judicial Matters Check (CRJMC)

Compensation and Other Information

\$16.54 to \$20.12 per hour (this wage is under review due to a compensation review currently underway)

35 hours per week

Free day access to all 3 UTRCA Conservation Areas (Fanshawe, Wildwood, Pittock CA)

Earliest Start Date: April 13, 2022

As per UTRCA's COVID-19 Vaccination Policy, all UTRCA staff members are required to be fully vaccinated. As a condition of hire, successful candidates will be required to show proof of vaccination prior to their start date unless medically exempt or otherwise exempt under the Ontario Human Rights Code.

How to Apply

Deadline for Applications: February 21, 2022

Please submit cover letter and resume to: jobs@thamesriver.on.ca indicating the position title in the subject line of your email.

If you do not have access to email, please submit cover letter and resume to:

Sharon Viglianti, HR Administrator
Upper Thames River Conservation Authority
1424 Clarke Road, London, ON N5V 5B9

Applicants will be contacted ONLY if an interview is required.

Accommodation will be provided in all parts of the hiring process as required under the Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation. Applicants need to make their needs known in advance.

The Upper Thames River Conservation Authority is an equal opportunity employer.

Personal information collected in relation to the recruitment process is collected under the authority outlined in the Conservation Authorities Act R.S.O. 1990, c. C.27, s. 18 (1) and will be used to determine eligibility for employment. Questions about this collection of personal information should be directed to: General Manager, Upper Thames River Conservation Authority, 1424 Clarke Road, London, ON N5V 5B9, 519-451-2800.