



Job Posting

Job Title: Supervisor, Warsaw Caves Conservation Area

Reports to: Manager, Conservation Lands Program

Wage Range: \$32.82 - \$38.05

Term: Immediately – November 1, 2024

Purpose

To supervise the delivery of campground and day use services at Warsaw Caves Conservation Area in accordance with relevant legislation and regulations and approved policies, plans and procedures. Responsible for coordinating and supervising park staff for all aspects of park operations including park maintenance, gatehouse operations, and park security. In addition, assist in the delivery of activities associated with the operation of the Authority's conservation lands. This is a contract position open immediately to November 2024.

Primary Responsibilities (This is not an exhaustive list)

- Ensure the effective delivery of campground and day use services at Warsaw Caves Conservation Area. Including the safe, clean, and reliable operation of facilities (i.e. washroom facilities, access roads, trails, parking areas, campsites, waste management, etc.)
- In accordance with ORCA policies and procedures and under the direction of the Manager, Conservation Lands Program supervise seasonal staff including, training, scheduling, and providing instruction and direction, recording of hours worked, evaluating performance and ensuring compliance with Occupational Health & Safety legislation, regulations and policies
- Ensure the delivery of quality customer service including administration of the online reservation system, responding to complaints, and providing information and assistance to visitors as required
- Ensure the effective management of the revenue generating processes and accountability for the security of any fees collected, and required record keeping for all sales in accordance with established policies and procedures
- Ensure public safety and security measures are adhered to and that staff and visitors are aware of emergency procedures, acting as "Head of Security" and respond to visitor

complaints, taking action required to correct noise, security and safety issues, and otherwise ensuring compliance with Authority regulations

- Maintain positive relationships with neighbours and affected agencies (i.e. police, municipal government, health unit, etc.)
- Contribute to the preparation of operating plans and procedures, property development plans, service enhancements, maintaining site logs, and monitoring condition of facilities
- Assist with the operation and maintenance of the Authority's conservation lands including undertaking property inspections, removing hazards to public safety, undertaking general property management activities (i.e. vegetation management, garbage removal, etc.), and ensuring the safe and clean operation of facilities (i.e. parking areas, trails, incidental buildings/structures, etc.)
- Assist the Manager, Conservation Lands Program with the operation and maintenance of the Authority's Work Centre (workshop and outbuildings) located at the Warsaw Caves Conservation Area
- Perform other relevant duties as assigned

Skill

- Post secondary diploma in parks and recreation, facilities management, resource management or related discipline, or equivalent education and experience
- Minimum 3 years of relevant progressive experience
- Knowledge of applicable regulations, laws and bylaws an asset
- Broad knowledge of forestry, land & property management, and outdoor recreation
- Technical skills to operate and manage campground facilities, including completing minor carpentry and plumbing projects, to operate and undertake minor maintenance of equipment
- Strong computer skills (Microsoft Office required)
- Demonstrated ability to write and speak for maximum results by presenting information that will motivate, persuade, engage, or influence others
- Supervisory/leadership skills to train, supervise, direct, and evaluate summer and seasonal staff
- Administration skills to properly administer gatehouse sales, report hours worked, and source and purchase goods and services in accordance with policies and procedures
- Customer service skills including conflict management and resolution
- Experience in delivering security and enforcement related activities an asset
- Chainsaw Operator Certificate and chainsaw experience considered an asset

- Valid Ontario Class G driver's license with a clean driving record. An Ontario Ministry of Transportation 3-year driver's record (uncertified) must be provided
- A police record check must be provided in accordance with the Ontario Police Record Checks Reform Act (vulnerable sector check, which includes a criminal record check)
- Standard First Aid and CPR Certificate required (training is provided)

Effort

- Must be available to work all weekends and statutory holidays throughout operating season (May-October).
- Required to work irregular shifts involving nighttime work
- Fatigue resulting from managing multiple tasks and priorities
- Required to lift or move up to 27 kg/60 lbs. (e.g. launching and storing canoes, lifting bags of firewood, move materials including gravel/limestone/rocks, move construction materials, emptying garbage barrels, and moving picnic tables)
- Able to traverse/work on irregular or uneven surfaces and terrain, wet or slippery surfaces
- May be expected to be on-call for the operating period of the campground (May-October)

Working Conditions

- Interaction with the general public occasionally required to interact with dissatisfied or angry customers
- Occasionally required to extend or modify hours of work in response to high/low visitor volumes, emergencies, attendance at training sessions or other work-related activities
- Working time is spent in a combination of office and field environments, outdoor work is required; this will include exposure to variable weather conditions (especially summer heat) and other workplace environmental hazards such as insects, poison ivy, wild animals, domestic dogs, etc.
- Use of workplace hazardous materials such as cleaning products, fuels and lubricants, construction materials, etc.
- Handling of workplace waste and recycling materials
- Significant use of equipment such as side-by-sides, riding/push mowers, and trimmers
- Significant use of small tools such as hammers, drills, and saws
- Travel using corporate vehicles may be required