



Job Posting

Job Title:	Assistant Campground Supervisor
Sites:	Beavermead Campground, Lakefield Campground & Warsaw Caves Conservation Area
Wage Range:	\$25 hourly / 40 hour week
Reports to:	Campground Supervisor

Purpose

The Assistant Campground Supervisor assists in overseeing the daily operations of Beavermead Campground, Lakefield Campground, and Warsaw Caves Conservation Area, ensuring efficient campground, day-use, and facility services. This role provides leadership support in the absence of the Supervisor, stepping into the Supervisor role as needed. The Assistant Supervisor contributes to the management of park operations, maintenance, security, and customer service while ensuring a high level of visitor satisfaction and compliance with safety and conservation standards.

This is a contract position for March to October 2025.

Primary Responsibilities (This is not an exhaustive list)

- **Park Operations & Facility Management:** Assist in the operation and maintenance of campground and day-use services, ensuring that facilities such as washrooms, roads, campsites, trails, parking areas, and waste management systems are safe, clean, and comply with Otonabee Conservation standards.
- **Staff Support:** Supervise seasonal staff, assist in training, scheduling, and monitoring staff performance. Ensure all staff comply with health and safety standards. Provide leadership and guidance during busy periods or as required by the Supervisor.

- **Site Supervisor Responsibilities (In Absence of Supervisor):** Act as the Site Supervisor in the absence of the Supervisor, taking responsibility for the overall operations of the park during their absence. This includes overseeing staff, managing customer service, enforcing park regulations, ensuring safety protocols are followed, and addressing any emergencies or incidents.
- **Customer Service & Visitor Interaction:** Provide excellent customer service, including handling inquiries, complaints, and providing general park information. Assist with managing the online reservation system and check-in/check-out processes, ensuring an exceptional visitor experience.
- **Revenue & Financial Management:** Support the Supervisor in overseeing the revenue collection process, ensuring the accurate and secure handling of fees. Assist with maintaining accurate financial records and ensuring compliance with established procedures.
- **Public Safety & Security:** Assist in managing public safety protocols and park security, ensuring staff adherence to regulations. Respond to incidents or emergencies and take the lead in security matters when acting as Site Supervisor.
- **Stakeholder Communication & Relationship Management:** Maintain positive relationships with local agencies, municipalities, and other stakeholders. Act as a liaison between the park and external organizations, addressing concerns or requests as they arise.
- **Property & Resource Management:** Assist with property inspections, hazard removal, waste management, and minor maintenance tasks to ensure the park is safe and well-maintained for visitors.
- **Operational Planning:** Support the Supervisor in developing and implementing operational plans, property development strategies, and service enhancements. Monitor the condition of park facilities and make recommendations for improvements or repairs.
- **Other Duties:** Perform other relevant tasks as needed, contributing to the overall operation and maintenance of the conservation areas.

Skill

- **Education:** A post-secondary degree or diploma in Parks and Recreation Management, Environmental Science, Resource Management, or a related field. A combination of education and experience may be considered.
- **Experience:** Minimum of 2-3 years of experience in campground or park operations, with at least 1 year in a leadership or supervisory capacity.

- **Knowledge & Technical Skills:** Understanding of park management practices, outdoor recreation, environmental conservation, and land management. Familiarity with the Conservation Authorities Act and relevant legislation, bylaws, park security procedures and incident response protocols.
- **Leadership & Teamwork:** Ability to supervise and support a team, handle staff scheduling and performance issues, and provide leadership when acting as Site Supervisor in the absence of the Supervisor.
- **Communication:** Effective verbal and written communication skills, with the ability to interact professionally with staff, visitors, and stakeholders. Proficient in using Microsoft Office Suite, park management software, and other digital tools for administrative and reporting purposes.
- **Certifications & Licenses:**
 - Valid Ontario Class G driver's license and clean driving record.
 - Current police criminal record check.
 - Standard First Aid and CPR Certification (or willingness to obtain).
 - Chainsaw Operator Certification an asset.

Effort

- Must be available to work all weekends, statutory holidays, and irregular shifts, including nights, during the campground operating season (May to October).
- Physical ability to perform tasks requiring strength, such as lifting or moving up to 27 kg (60 lbs), and working in variable weather conditions.
- Ability to work under pressure and handle multiple priorities, balancing administrative tasks with outdoor work in diverse conditions.

Working Conditions

- Frequent interaction with the public, including managing visitor questions, complaints, and ensuring a positive experience.
- Exposure to outdoor elements, environmental hazards (e.g., wildlife, poison ivy), and physical labor.
- Use of hazardous materials (e.g., cleaning agents, fuels) and handling of waste materials.
- Use of equipment such as side-by-sides, mowers, chainsaws, and small hand tools for park maintenance.
- Occasional travel using corporate vehicles.