

Job Posting

Have you always wanted to work with the Upper Thames River Conservation Authority? Do you want to work with a dynamic team of experts committed to improving environmental health? We have great news – now is your chance!

We have two (2) opportunities for Customer Services Representatives at Fanshawe Conservation Area. These are seasonal, full time positions and the contract will cover:

1. May 15 to September 4, 2024 – 1 vacancy.
2. April 15 to October 20, 2024 – 1 vacancy.

When applying, please tell us what contract dates you are available to work.

Who Are We?

The Upper Thames River Conservation Authority's (UTRCA) mission statement is Inspiring a Healthy Environment. The 17 municipalities within the Upper Thames River watershed appoint representatives to the UTRCA's Board of Directors who represent the local urban and rural communities, deciding policies and programs that will lead to a healthy watershed. Our programs and services focus on five key areas:

- Protecting people and property and supporting safe development
- Delivering landowner stewardship
- Providing natural spaces and recreational opportunities
- Making science based decisions
- Empowering communities and youth

The Upper Thames River watershed encompasses an area of 3,421 square kilometers, and is mainly rural but includes the urban centres of London, Stratford, and Woodstock. The UTRCA serves a total population of approximately 539,500 residents.

UTRCA Conservation Areas provide outdoor recreational opportunities that aim to educate and promote conservation messages to a large audience in an effort to improve the watershed's natural environment

Who Are You?

As a member of the UTRCA team you will contribute to the mission of Inspiring a Healthy Environment through your skill and expertise, but also through your passion for the environment and calling to support change and make an impact. You will collaborate with like-minded colleagues to facilitate innovative approaches to the work you do in a supportive, friendly, and connected environment. The UTRCA embraces togetherness – you'll know your colleagues, have a great time working together, and feel like you belong here. If this sounds like you, we would love to hear from you!

What You Will Do

- Assist in the daily operation of the gate/registration office selling daily and seasonal permits, registering campers and day-use guests of the Conservation Areas;
- Provide quality customer service to guests providing information regarding facilities, regulations, policies and the general UTRCA mandate;
- Address customer questions, concerns and / or complaints;
- Control and regulate visitor access to the Conservation Areas;
- Maintain a neat and clean appearance at all times and wear supplied UTRCA uniforms;
- Be aware of and comply with all applicable UTRCA policies and regulations;
- Keep the workplace interior and exterior in a neat and tidy condition (gardening, cleaning, painting and other maintenance duties as required).

What You Will Bring

- Minimum grade 12 education, or equivalent is required;
- Valid Ontario Driver's License and valid CPR/First Aid Certificate;
- Experience with revenue collection, working with cash and point of sale equipment is required;
- A general knowledge of computers is preferred;
- Ability to work with a large volume of customers and guest on a daily basis;
- Excellent verbal and written communication skills;
- Ability and desire to assist other staff when required to do so in other work areas of the Conservation Area;
- Ability to work varied shifts, including include days, afternoons, nights, and weekends;
- Last, but certainly not least, passion, enthusiasm, and a willingness to learn.

What We Will Do for You

- Provide a great salary: \$18.51 to \$22.70 per hour, plus 4% in vacation pay;
- Provide a professional, safe, and fun working environment. You'll get to work outside and enjoy all that spring and summer have to offer, alongside great people and co-workers;
- Schedule you to work full-time (up to 35 hours per week) throughout the contract;
- Provide paid Health and Safety, as well as position-specific task training. We want you to succeed and work safe!
- Ensure you have what you need to work. This includes providing you with a free uniform;
- Give you free access to UTRCA Conservation Areas;
- Get you started as soon as possible and continue your work throughout the summer. End dates for contracts will vary by Conservation Area.

How You Can Apply

Qualified candidates are invited to apply by February 20, 2024 at 4:00pm to be considered for this opportunity. Please submit your cover letter and resume to the UTRCA, in confidence, via:

Mail to 1424 Clarke Road, London ON, N5V 5B9, or

Email to jobs@thamesriver.on.ca

Please indicate the position title and preferred location in the subject line of your email. While we thank all applicants for their interest in the position, only those applications selected for an interview will be contacted.

We are committed to providing a diverse, inclusive, and equitable work environment that is free from discrimination and fosters belonging. We encourage and welcome applications from qualified members of the four designated groups, and persons of any sexual orientation, gender identity, or gender expression.

Accommodation is available and will be provided in all aspects of the hiring process as required under the Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation and as request by applicants. Should you require accommodation in making an application, please contact UTRCA by phone at 519-451-2800 or email at jobs@thamesriver.on.ca.

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.