

# NOTICE OF COMPETITION



## 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. **There are 8 positions available.**

- One position will be up to 27 weeks in length (April 9 – October 14, 2018).
- Three positions will be up to 26 weeks in length (April 16 – October 14, 2018).
- One position will be up to 25 weeks in length (April 20 – October 14, 2018).
- Two positions will be up to 20 weeks in length (April 20 – September 3, 2018).
- One position will be up to 16 weeks in length (May 14 – September 3, 2018).

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 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 Police Information Check

### Wage/benefits:

\$16.04 - \$19.51 per hour (anticipated, based on approval of 2018 wage grid)  
35 hours per week  
Free day access to all three UTRCA Conservation Areas

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**Earliest Start Date:** April 9, 2018

**Closing Date:** February 19, 2018

Please submit cover letter and resume to: [jobs@thamesriver.on.ca](mailto:jobs@thamesriver.on.ca)

**Please indicate the position title and location in the subject line of your email. If you are applying for more than one position, please send a separate email for each.**

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

Sharon Viglianti, Human Resources 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.