



<b>Title:</b>	<b>Security Enforcement Officer/Maintenance</b>
<b>Work Period:</b>	May to Labour Day - 1 position available
<b>Location:</b>	Shade's Mills
<b>Pay Range:</b>	Starting at \$15.00 per hour for over 18 years of age
<b>Shifts:</b>	1:00 pm to 2:00 am 40 hours per week

### **Summer Employment for Students**

Grand River Conservation Authority is looking to hire an energetic and customer service oriented security enforcement officer, maintenance and gate attendant to be part of the team at Shade's Mills.

Reporting to the Area Superintendent this Security Enforcement Officer will assist with the enforcement of policies and regulations within the conservation area to help ensure customer satisfaction and safety, along with being regularly scheduled to perform area maintenance and gate duties.

#### **Responsibilities:**

- To regularly patrol the park, GRCA head office and satellite areas to ensure public satisfaction and safety
- Enforce applicable Conservation Area policies and regulations on authority property
- Respond to complaints and provide good customer service
- Responsible for daily receipts and night deposits
- Perform daily gate duties: issue day use permits, book reservations for pavilions, receive and direct incoming telephone calls
- Responsible for boat rentals and ensuring proper documents are completed, along with equipment provided
- Responsible for handling cash using a cash register with electronic payment and preparing detailed accurate daily cash reports
- Control and regulate visitor access to the conservation area
- Be responsible for opening and closing facilities as required
- Operate the Recreation Dynamics reservation system and Microsoft RMS
- Provide information regarding the area, facilities and regulations
- Respond to customer concerns and complaints courteously and effectively
- Assist with the day to day operational duties in the conservation area such as cleaning washrooms, collecting garbage and maintaining grounds and beach areas and cutting grass
- Perform trail maintenance and rehabilitation
- Ensure the safe operation and daily inspection of GRCA owned and operated equipment
- Operate various hand tools and powered equipment
- Carry out all assigned duties in accordance with accepted safety practices of the Authority

- Provide quality customer service
- Maintain a thorough knowledge of conservation area facilities and activities
- Assist with Conservation Area special events

**Qualifications:**

- Must be currently enrolled in post-secondary education in Policing or Enforcement related discipline
- Must possess a valid Private Security and Investigative Services Act License
- Ability to be designated By-Law Enforcement Officer with City of Cambridge
- Valid First Aid and CPR certification
- Familiarity with the Grand River Conservation Authority and area policies.
- Excellent communication and interpersonal skills
- Previous experience in customer service and cash handling is preferred
- Basic computer skills is required
- Ability to keep concise and accurate records
- Ability to keep accurate records
- Must possess a valid Ontario G or G2 Driver's License
- Must be able to work weekends, midnight shifts and holidays (mandatory)
- Ability to work with minimum supervision
- Previous experience working outdoors is preferred
- Experience with equipment operation including trucks, gators, riding mowers, grass trimmers and hand tools an asset
- Some heavy lifting is required, i.e. picnic tables

All successful applicants must possess their own Green Patch CSA approved safety boots, be able to work outdoors in all weather conditions and be available to work the duration of the season, 40 hours per week. The GRCA offers a comprehensive health and safety training.

**TO APPLY:**

Please send your resume and cover letter (referencing Security Guard Shade's Mills) by email to [careers@grandriver.ca](mailto:careers@grandriver.ca). Please send your resume and cover letter as an MS Word document.

***The application deadline for summer positions is February 15, 2019. Applications will be accepted after that date however preference will be given to those submitted prior to the deadline.***

***Please be advised that interviews will be held in early 2019. For best interview opportunities please apply as soon as possible. We will only contact applicants selected for an interview.***

Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.