

## JOB POSTING DETAILS

<b>Employer</b>	Garden River First Nation (Ketegaunseebee Garden River First Nation)	<b>Job Type</b>	RI
<b>Job Title</b>	Guest Services Representative - Ojibway Park	<b>Duration</b>	NA
<b>ES Job ID</b>	12652	<b>Location</b>	NA
<b>Date Posted</b>	May 13, 2022	<b>Closing Date</b>	May 26, 2022

### Job Overview - Description & Duties

Position:Ojibway Park - Guest Services Representative  
 Starting Range:\$15.55 - \$16.88 (Based on qualifications)  
 Location:2628 Hwy 17B, Garden River, Ontario  
 Report to:Business Entities Manager

POSITION SUMMARY: The Ojibway Park Guest Services Representative will assist in the day-to-day operations of the park including greeting customers, park visitors, point of sale transactions, camp-site reservations, retail sales, equipment rentals and light janitorial duties. The Guest Services Representatives functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of the Garden River First Nation, and contributes to the accomplishment of the strategic priorities.

#### DUTIES

- Greet and assist park visitors with campground site bookings, general inquiries and requests
- Process camping reservations and registrations, retail sales, and rentals
- Respond to visitor inquiries in person, by phone, and email
- Provide excellent customer service and problem solve for visitors as required
- Providing accurate information for all inquiries with respect to campground policies, COVID safety rules and regulations, registrations, services, attractions and points of interest.
- Administrative and clerical tasks related to gatehouse operations including; cash handling and reporting, day-to-day management of camping reservations, track inventory, processing rentals and liaising with team as required
- Regular communication with park staff of ongoing park and gatehouse operations, security and any other issues
- Participate in orientation and training programs as required
- Keep gatehouse and immediate area clean and presentable
- Assist with park activities, events and student day camps when required
- Carries our routine maintenance activities at their station to ensure a clean, neat and tidy appearance.

### Required Skills

- Ability to work a flexible work schedule that includes weekends and shift work
- Applicants with two years related work experience and a post-secondary level education would be an asset
- Familiar with the operation of cash registers and debit/credit card machines
- Experience in operating electronic Point of Sale System (POS)
- Demonstrated sensitivity to and knowledge to the First Nation cultural values and traditions
- Ability to use good judgment in assessing difficult situations
- Ability to be consistent and display a positive/helpful attitude
- Self-motivated, able to work as effectively as part of a team and also able to work independently and with minimal supervision while prioritizing tasks at hand
- Excellent organizational skills, time management skills, interpersonal and communications skills, both oral and written

- Effective communications and customer service skills, comfortable in dealing with the general public
- Excellent computer skills (including MS Word, Word Perfect, Excel, Internet, Email, Outlook, social media)
- Must undergo a criminal record/ vulnerable sector check required check prior to employment

### **Other Requirements**

NA

### **How to Apply**

\*For a copy of the full job description please email [employment@gardenriver.org](mailto:employment@gardenriver.org) and one can be forwarded\*

Interested applicants can email or drop off their cover letter, detailed resume, three work related references by: May 26th, 2022 @ 4:30PM Please address the envelope and/or email "Guest Services- 2022-64" and submit to:

Human Resources

Garden River First Nation

7 Shingwauk Street, Garden River, ON P6A 6Z8

Email: [employment@gardenriver.org](mailto:employment@gardenriver.org)

COME JOIN A GROWING AND DYNAMIC ORGANIZATION OFFERING REWARDING CAREERS AND A GREAT WORK ENVIRONMENT FOR INDIVIDUALS COMMITTED TO MAKING A DIFFERENCE FOR KETEGAUNSEEBEE.

PREFERENCE WILL BE GIVEN TO GARDEN RIVER BAND MEMBERS. SELF-IDENTIFICATION IS ENCOURAGED.

We thank all applicants for their interest; however only those selected for an interview will be contacted.