



## **NOTTAWASAGA VALLEY CONSERVATION AUTHORITY**

### **JOB DESCRIPTION**

**Position: Customer Service & Maintenance Support**

**Position Purpose:**

As a member of the Lands & Operations team the Customer Service & Maintenance Support (Contract) individual assists with interacting with the public and providing information about NVCA conservation areas, requesting visitor survey responses. This position also will assist with the maintenance of these conservation areas.

**Date of Last Revision:** July, 2021

**Position Reports To:** Manager, Lands & Operations

## **Position Mandate for: Customer Service & Maintenance Support**

### ***Management/Leadership***

- Monitors the performance of works being done by self and others to ensure safety and the use of protective devices, in accordance with NVCA policy and the *Occupational Health and Safety Act*.

### ***Technical***

- Interacting with the public
- Providing information about NVCA conservation areas
- Requesting's visitor responses to questionnaires
- Compile and convey results of questionnaire to Manager
- Assist with maintenance of conservation areas

### **Support/Core Skills**

- Exceptional oral, written, and analytical expertise and proven ability to work effectively both individually and with colleagues in a team environment.
- Ability to evaluate specific work situations and to decide appropriate action based upon decision-making principles and sound judgment.
- Ability to anticipate/identify problems and propose solution.

### **Education and Licences**

- Minimum Secondary School diploma
- Must possess a valid Province of Ontario Driver's Licence.

### **Communications/Representation**

- Complies with NVCA policies, procedures, vision, and fundamentals.
- Performs other tasks as assigned by Manager.
- Uses sight to proofread, draft documents.
- Listening skills.
- Interacting effectively with clientele and staff, and ability to adapt to others' personalities in a respectful manner that is conducive to goal achievement.

### **Physical Demands and Work Environment**

Degree of interaction definitions: High = >70% of the time; Medium = >50% of the time; Fair = <50% of the time

- The position reports to the Manager, Lands & Operations
- The position a HIGH amount of interaction with staff.
- Regular hours of employment are variable but typically around 8:30am to 4:30pm Sunday thru Saturday, maximum of 35 hours a week.
- Position is based out of the John Hix Administration Building.
- Able to stand and walk for long periods.
- Travel within the watershed maybe required to perform duties of the job.