

JOB POSTING

Eco-Tourism & Guest Services Coordinator (Full Time Position(Co-Op Eligible)- May to September 2020)



Gordon's Park is located in Tehkummah, Ontario on Manitoulin Island, located in Northern Ontario. We are home to Canada's first commercial dark sky preserve and provide an extensive selection of astronomy programming and events, making us a stargazing destination for many of our visitors. We offer a variety of different accommodations include a dark sky campground and forest campground, tipi tenting, and camping cabins, as well as on-site activities (including a pool, mini putt, nature interpretive centre and hiking trails). For more information visit: www.gordonspark.com.

We are currently seeking a **Eco-Tourism & Guest Services Coordinator** who will provide facilitated nature interpretation and guided hikes, act as an assistant in our astronomy program as well as provide exceptional customer services through taking reservations, responding to customer needs, assisting in park maintenance, operating our point of sale and reservation systems, and providing support for other roles as needed in the spirit of teamwork.

QUALIFICATIONS:

- Post-secondary education in an environmental, science or outdoor field or related discipline.
- Knowledge and understanding of nature and strong presentation skills, previous interpretive experience considered an asset.
- 1-2 years customer service experience.
- Enjoy a fast paced environment and possess strong initiative, multitasking capabilities, facilitation skills, customer centric attitude and a high attention to detail.

RESPONSIBILITIES:

Eco Tourism (40%)

- Provide nature interpretation and guided hikes to students, guide/scout groups and outdoor enthusiasts and bus tours.
- Provide support for our astronomy program, including assisting our Resident Park Astronomer with presentations and the facilitation of our star parties, aurora borealis weekends, night hikes & astronomy nights.
- Develop and update resources in our nature interpretive centre as well as interpretive information along our nature hike.
- Assist our outdoor team as needed with the preparation of accommodations, maintenance of the park grounds & outdoor landscaping.

Customer Service (40%)

- Take reservations, check guests in and provide orientation to the park's accommodations, activities and events.
- Provide exceptional and professional customer centered service, answering customer questions and inquiries online, in person, and via telephone.
- Generally respond and anticipate customer needs as a member of our front desk reception team.
- Work with our online reservation system to take and process reservations and ensure specialty customer needs are documented and met.
- Operate our store point of sale system as well as associated administrative work (balancing cash, record keeping, statistics, etc.).
- Assist in the planning & set up of events and park activities.

Misc./ Team Support (20%)

- Assist in various jobs as needed to support the team and ensure a positive guest experience.

EMPLOYMENT INFORMATION:

- Full Time (40 hours/ week) Seasonal work - May through September
- **Wage:** \$16.45 per hour with an additional 4% vacation pay
- Position may/can include on-site accommodations (if needed, at a reasonable cost).
- Applicants are encouraged to have their own form of transportation (bike, car, etc.), as we are located in a rural setting.

Apply with resume via email by **March 5th, 2020** to rita@gordonspark.com

***** Interviews will be held as qualified resumes are received**