



The Corporation of the Township of Algonquin Highlands Employment Opportunity

The Township of Algonquin Highlands Parks, Recreation and Trails Department is seeking a qualified individual to fulfill the following seasonal position:

Position: Trails Office Coordinator

Contract Term: May 5 – October 31, 2025

Location of Work: 20130 Highway 35, Algonquin Highlands, ON

Reports to: Parks, Recreation and Trails Manager

The preferred candidate will possess the following qualifications:

- A post-secondary education which includes business/administration with emphasis on the outdoor adventure tourism industry.
- Minimum of two (2) years relevant experience including supervisory experience.
- Excellent leadership, communication, organizational, analytical, and problem-solving skills are required.
- Must be able to prioritize and manage multiple tasks with competing deadlines.
- Ability to maintain confidentiality where mandated or required.
- Committed to customer service excellence, with a knowledge of best practices in the municipal administration field.
- Proficiency in computer software applications (including but not limited to Word, Excel, Outlook, point of sale debit/credit machines, web browsers, and Township-specific programs such as CAMIS).

Hours: Normal hours of work are 8:30 a.m. to 5:00 p.m., Monday to Friday. Extra time may be required to complete tasks and meet deadlines, etc.

Wage: \$29.00 - \$32.64

The Township of Algonquin Highlands is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. We will accommodate the needs of applicants under Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process, upon the request of the applicant. Please advise in advance if you require accommodation.

In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information is collected under the authority of the Municipal Act and will be used only for candidate selection.

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

Please submit your cover letter and resume by **3:00PM on Wednesday, April 2, 2025** to:

Dawn Mugford-Guay, Human Resources Coordinator
Township of Algonquin Highlands
1123 North Shore Road, Algonquin Highlands, Ontario, K0M 1S0
Email – dmugfordguay@algonquinhighlands.ca



Township of Algonquin Highlands

Job Description

Position: Trails Office Coordinator (Seasonal)
Department: Parks, Recreation and Trails
Location: Algonquin Highlands Trails Office – 20130 Highway 35
Reports to: Parks, Recreation and Trails Manager

Purpose

Reporting to the Manager of Parks, Recreation and Trails, the Trails Office Coordinator is responsible for the daily operation, supervision and oversight of the Trails Office, and related functions. The position provides administrative support and assistance to trails related operations and the department manager.

Responsibilities

- Provides first response to incoming phone calls, emails and related communications and redirects inquiries when required.
- Provides first response to front counter customer service.
- Provides information on Township attractions, hiking trails, canoe routes, ski trails, access points.
- Processes campsite and rental equipment reservations.
- Assists with oversight of the retail function of the trails office, maintaining stock and inventory.
- Responsible for daily cash and credit card handling to process transactions, compile daily revenue summaries and make deposits.
- Oversees rental equipment inventory and maintenance.
- Maintains the Townships filing (physical and electronic) through the records management system.
- Assists with the annual review of program fees.
- Assists with the research and scheduling of trails division staff training.
- Develops, updates and distributes print and digital promotional materials including brochures and maps, internet listings and advertisements.

- Reviews and assists with the update of department specific web pages and reservation systems.
- Promote department related attractions with the goal of increasing attendance.
- Ensure risk management plans and processes are adhered to.
- Monitors communications and location of field staff, adhering to check in processes and out of contact safety procedures.
- Communicates with the Trails Coordinator and related trails division field staff for maintenance and conditions reports.
- Troubleshoots software and hardware related issues in conjunction with IT and third-party software providers.
- Provides operational input to assist in the annual budget development process.
- Prepares information for monthly operational activity reports.
- Monitors and orders office related supplies and equipment and division specific supplies and materials.
- Completes janitorial duties, cleaning bathrooms, outhouse, sweeping, mopping, dusting.
- Conducts light grounds duties including gardening, weeding, picking up trash.
- Frequent interactions for collaboration efforts with interdepartmental municipal staff, various ministries and enforcement agencies.
- Provides administrative support to the department manager as assigned.
- Other duties as assigned.

Education

- A post-secondary education which includes business/administration with emphasis on the outdoor adventure tourism industry.

Knowledge and Skill

- Experience and interest in camping, canoe tripping, cross country skiing, hiking, backcountry travel and related equipment is an asset.
- Minimum of two (2) years relevant experience including supervisory experience.
- Excellent leadership, communication, organizational, analytical, and problem-solving skills are required.
- Must be able to prioritize and manage multiple tasks with competing deadlines.
- Ability to maintain confidentiality where mandated or required.
- Committed to customer service excellence, with a knowledge of best practices in the municipal administration field.
- Proficiency in computer software applications (including but not limited to Word, Excel, Outlook, point of sale debit/credit machines, web browsers, and Township-specific programs such as CAMIS).
- Committed to customer service excellence.

- Must have strong interpersonal communication skills with a confident, outgoing, positive and enthusiastic attitude.

Hours of Work

Normal hours of work are 8:30 a.m. to 5:00 p.m., Monday to Friday. Extra time may be required to complete tasks and meet deadlines, etc. during certain times of the year.

Working Conditions

- The majority of work is performed in a reception area with a store front and office. Incumbent has the ability to move freely to reduce fatigue.
- Time is spent outside for portions of the day to interact with customers, facilitate equipment rentals and light duty grounds keeping.
- Majority of working day is spent reviewing documentation and working on a computer.
- Frequently working unsupervised.
- Frequent use of memory.
- Occasionally managing multiple tasks simultaneously with competing deadlines.
- Work location can be high use during peak periods, at which time interruptions are frequent throughout the day.
- Lifting and moving rental equipment, including canoes overhead up to 55lbs.
- Bending, crouching, kneeling, lifting.
- Periods of intense concentration with a need for attention to detail and accuracy.
- Deadlines may cause stress.

Impact of Error

Errors, incorrect judgment or otherwise, may result in legal or other repercussions to the Township.