municipality of cumberland

Job Posting

Glooscap Campground
Guest Services Representative (Term)
(8-10 hours per week)

Term Employment ends September 26, 2025

The Glooscap Campground Guest Services Representative represents the Department of Recreation & Community Services Campground to individuals who call or visit the Glooscap Campground. In this front-line role, this position will be the welcoming face of the Campground, ensuring guests receive exceptional service both online and in person. This position will be responsible for managing reservations, handling cash and sales, and assisting campers with their questions and needs.

See below for detailed position description and hourly rate.

Deadline for resumes is July 23, 2025

Please forward your cover letter and resume to:

Municipality of the County of Cumberland
Kellie Seaman, Human Resources Generalist

kseaman@cumberlandcounty.ns.ca

*Clearly mark your resume “Glooscap Campground Service Representative Term”

Department of Recreation & Community Services:
Glooscap Campground Guest Services Representative (Term)

TERM EMPLOYMENT
Term ends September 26, 2025
(8 – 10 hours per week)

Job Title
Glooscap Campground Customer Service Representative (Term)

About the Role

The Glooscap Campground Guest Services Representative represents the Department of Recreation & Community Services to individuals who call or visit the Glooscap Campground. In this front-line role, this position will be the welcoming face of the Campground, ensuring guests receive exceptional service both online and in person. This position will be responsible for managing reservations, handling cash and sales, and assisting campers with their questions and needs.

This position reports to the Glooscap Campground Manager.

Responsibilities and Duties

a. Greet customers at the Campground Office and provide customer service support to seasonal and transient guests regarding reservations and payment.
b. Handle check-ins and check-outs
c. Sell firewood and ice
d. Provide clerical services such as answering phones, online reservation management, reserving Rec Hall rentals, and monitoring emails.
e. Process campground cash and card payments and provide receipts.
f. Answer questions and provide information about campground rules, local attractions, and events
g. Maintain a safe and clean office area.
h. Manage all records in accordance with the Municipality's Records Management policy.
i. Perform other duties as assigned or required.

Qualifications

a. A degree or diploma from a recognized college or university in Business Administration, or an equivalent combination of education and experience.

b. Minimum of two years' experience in a Cashier, Receptionist or an Administrative Assistant position.
c. WHMIS, or willing to obtain.
d. Experience working with Microsoft operating systems, Microsoft Office programs and accounting software.
e. Ability to handle money and do basic math calculations.
f. Excellent oral and written communication skills.
g. Strong interpersonal skills.
h. Experience with record keeping and document management.
i. Excellent attention to detail and accuracy.
j. Highly organized.
k. Professional demeanor and strong work ethic.

Salary and Benefits

The Municipality has an approved salary scale for this position.

Hourly Rate: $22.87

This is a term position that will be required to work out of the Glooscap Campground Office in Parrsboro.

The Municipality's Personnel Policy should be referred to for additional information regarding conditions of employment.