

Selwyn Township Job Description

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Reports To: Recreation Facilities Supervisor	Date: January 2026
This Job Description is: <input checked="" type="checkbox"/> New <input type="checkbox"/> Existing <input type="checkbox"/> Revised <input type="checkbox"/> Rescinded	

Job Summary:

To assist with the daily operation and maintenance of the Lakefield Campground, ensuring efficient campground, day-use and facility services.

Duties and Responsibilities:

1. Provides customer service, including handling inquiries, calls for maintenance, and providing general campground information.
2. Assists in the operation and maintenance of campground and day-use services, ensuring that facilities such as the washrooms, roads, grassy areas, gardens, campsites, trails, beach, parking areas, and waste management systems are safe and clean.
3. Responsible to communicate in a timely manner, with the Campground Operations Lead, Recreation Services Coordinator, and/or Recreation Facilities Supervisor, advising of any issues and/or matters requiring attention, including but not limited to complaints brought forward by campers and users of the campground.
4. Responsible to inspect the Lakefield Campground, buildings and grounds on a daily basis and reports any problems or emergency situations directly to the Campground Operations Lead, Recreation Facilities Supervisor and/or Manager of Recreation Services.
5. Responsible to inform the Campground Operations Lead when supplies (such as ice, concession items and firewood), hardware, or maintenance items as required for the day to day operation and maintenance of the campground facilities, are in low supply and require purchasing.
6. Assist with managing the online reservation system and check-in/check-out processes, ensuring an exceptional visitor experience. Ensures campers are registered and appropriate fees are collected and campers are directed to the appropriate campsite.
7. As required, provides back up customer service support at the Lakefield Marina, ensuring that the relevant procedures are followed when servicing a boat.
8. Ensures accuracy of data entries for transactions into the cash register and online reservation system, counts, reconciles and records daily cash for deposit.

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9. Produces and maintains any forms, records, reports and correspondence as required.
10. Ensures the confidentiality of all information in accordance with the Municipal Freedom of Information Act.
11. Responsible to adhere to the Occupational Health and Safety Act and the Municipal Health & Safety Policy.
12. Performs other duties and carries out special projects, as assigned.

Supervision:

This position does not require the incumbent to supervise or direct the work of others.

Contacts:

Internal: With the Recreation Facilities Supervisor, Manager of Recreation Services and co-workers for the purpose of obtaining and sharing information to complete work assignments.

External: With the general public to provide information, ensuring polite and tactful relations.

Working Conditions:

Working predominately outdoors requires good physical condition with the ability to handle some physical efforts and exertion in a campground environment.

Exposure to hazards and inclement weather conditions.

Job Knowledge:

One year customer service experience.

Experience using outdoor groundskeeping tools and machinery is considered an asset.

Proven effective verbal and written communication skills as well as effective customer service skills.

Experience handling cash, debit and credit card payments and operating a cash register, debit and/or credit card machines.

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Good swimming skills required. Lifesaving training and/or certification would be an asset. CPR and Standard First Aid training considered an asset.

Food Handlers certification considered an asset.

Requires a valid Class “G” of “G2” driver’s license. Chainsaw Operator Certification considered an asset.

Key Competencies:

- Communication
- Customer Focus
- Initiative
- Interpersonal Skills
- Quality Service Orientation
- Teamwork and Cooperation