



## **JOB DESCRIPTION: Supervisor – Port Glasgow Trailer Park**

Position Title: Supervisor of the Port Glasgow Trailer Park

Report to: Manager of Infrastructure and Development

Position status: Full time

Pay Range: Band 7: \$77,706.06 – \$94,540.97

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### **RESPONSIBILITIES**

#### **Scope of Position**

The Park Supervisor is responsible for the full-time, year-round operation, maintenance, administration, and asset management of the Port Glasgow Trailer Park. This position ensures safe, efficient, and customer-focused service delivery while maintaining park facilities, infrastructure, and grounds in accordance with municipal policies, applicable legislation, and asset management best practices.

The Supervisor serves as the primary on-site contact for campers, visitors, and contractors and oversees seasonal staff during peak operations.

#### **Key Responsibilities**

##### **1. Operations & Administration**

- Oversee daily operations of the municipal trailer park.
- Administer bookings, seasonal site assignments, permits, fees, and contracts.
- Maintain accurate records including financial transactions, incident reports, maintenance logs, and operational documentation.
- Prepare operational reports and assist with annual budgeting, capital forecasting, and policy development.
- Monitor revenues and expenditures to support financial sustainability of park operations
- Enforce Park rules and applicable municipal by-laws.

##### **2. Maintenance & Facility Oversight**

- Coordinate and perform general maintenance of park grounds, buildings, utilities, and infrastructure (electrical pedestals, water systems, waste disposal areas, lighting, drainage systems).
- Conduct regular inspections to ensure compliance with health, safety, environmental, and risk management standards.

- Maintain Park cleanliness including litter removal, catch basin cleaning, yard maintenance, and beach upkeep.
- Perform and document routine inspections of equipment and infrastructure.
- Order seasonal materials and supplies as required.
- Liaise with Public Works staff and external contractors for major repairs (subject to Manager approval).
- Maintain recreational amenities including washrooms, pavilion, halls, beach area, and common spaces.
- Ensure daily washroom inspections and cleaning during peak season.

*All major repairs and capital works shall be reviewed and approved by the Manager.*

### **3. Asset Management & Capital Planning**

- Maintain an up-to-date inventory of park assets including buildings, utilities, equipment, and recreational infrastructure.
- Conduct condition assessments and document lifecycle status of park assets.
- Identify maintenance trends and infrastructure risks and provide recommendations for capital repair or replacement.
- Assist in developing long-term capital plans aligned with the municipality's Asset Management Plan.
- Support grant applications and funding initiatives by providing technical and operational input.
- Ensure preventative maintenance programs are implemented and documented to extend asset life.

### **4. Seasonal Operations**

#### **Spring Opening:**

- Clean grounds of winter debris (excluding individual camper lots).
- Activate utilities and inspect for leaks or deficiencies.
- Inspect lighting, drainage, and infrastructure.
- Open, clean, and inspect washrooms and facilities.
- Prepare recreational features and common areas for use.

#### **Fall Closing:**

- Winterize water lines and facilities (excluding camper-owned systems).
- Clean and store equipment and furnishings.
- Winterize washrooms, food booth, laundry facilities, and water heaters.
- Secure Park infrastructure for winter conditions.

### **5. Off-Season Responsibilities (November 1 – April 30)**

- Perform preventative maintenance and repairs to park facilities and equipment.
- Complete asset condition reviews and update asset management documentation.
- Assist with capital project planning and tender preparation.
- Review operational procedures and recommend service improvements.
- Attend training, certification updates, and professional development.

- Provide operational support to other municipal departments as assigned.

## **6. Customer Service & Community Relations**

- Serve as primary point of contact for seasonal and transient campers.
- Address inquiries, complaints, and conflicts professionally and in accordance with municipal policy.
- Promote a safe, inclusive, and respectful park environment.
- Assist with facility rentals and camper site concerns as required.

## **7. Staff Supervision**

- Supervise, schedule, train, and evaluate seasonal staff.
- Ensure compliance with the Occupational Health & Safety Act (OHSA).
- Promote safe work practices and legislative compliance.

### **Other:**

- Ability to work flexible hours including evenings, weekends, and on-call shifts during peak season
- On-call 24/7 during peak season (May 1 – October 31); off-season availability as required
- Assist with coordinating information with other departments as needed.
- Assist other departments as needed including coverage for absence.
- Other duties as assigned.

## **Key Relationships**

### **External**

- General Public/Consultants/Contractors - Excellent communication including written, oral, and interpersonal.

### **Internal**

- Manager of Infrastructure and Development – Report to daily.
- Co-workers – Communicating with and assisting co-workers with different duties.
- Public Works Department – provide administrative and clerical support.

### **Public Relations**

- Represent the Municipality by dealing with the public at the counter, on the phone, and via email.

### **Autonomy**

- Work mostly independently, work with others as required.
- Demonstrated honesty, integrity, and political acuity.
- Advanced organizational and analytical skills.

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## **QUALIFICATIONS**

## **Formal Education and Training**

- Secondary school diploma required.
- Postsecondary education in Parks & Recreation, Municipal Operations, Asset Management, Property Management, or a related field preferred.
- 2–5 years' experience in park, campground, property, facility, or municipal operations.
- Experience in customer service, conflict resolution, and infrastructure maintenance.

## **Knowledge & Skills**

- Working knowledge of campground/trailer park operations and municipal infrastructure systems.
- Understanding of asset management principles and lifecycle planning.
- Strong administrative, organizational, and record-keeping skills.
- Proficiency in Microsoft Office and booking/financial systems.

## **Certifications (Assets)**

- Valid Class G Driver's Licence.
- First Aid & CPR.
- WHMIS, chainsaw safety, propane handling, or related maintenance certifications.

## **Additional Requirements**

- Vulnerable sector or criminal record check may be required.
- The Municipality is an equal opportunity employer committed to inclusive and accessible recruitment practices.

## **Work Experience**

- A minimum of two (2) years of administrative experience involving contact with the public, preferably in a public service environment.

## **EFFORT & WORKING CONDITIONS**

### **Physical Effort and Environment**

- Combination of office and outdoor work in varying weather conditions.
- Physical activity including lifting, walking, and operating maintenance equipment.
- Occasional exposure to hazardous materials

### **Mental Effort and Environment.**

- Daily interaction and support for the public
- Occasional exposure to unpleasant or irate people
- Council/Committee agenda deadlines
- Various policies legislated and administrative deadlines.
- High degree of organizational abilities