

EMPLOYMENT OPPORTUNITY

POSITION: Fort Williams Visitor Services Supervisor
SALARY: \$23.00 - \$25.00/hour
OPENING DATE: May 1, 2024
CLOSING DATE: Until position filled
JOB TYPE: Full-time (40 hours per week)
DEPARTMENT: Cape Elizabeth Community Services



Overview

The Town of Cape Elizabeth Department of Community Services seeks applicants for a Fort Williams Visitor Services Supervisor. Fort Williams Park is located at 1000 Shore Road and welcomes approximately 700,000 visitors annually.

The 90-acre park is open year-round from sunrise to sunset. Amenities within the park include Portland Head Light Museum & Gift Shop (Memorial Day through Columbus Day), historic sites, athletic fields, children's play areas, a beach, walking trails, picnic tables, charcoal grills, tennis and pickleball courts, off-leash dog walking area, pond, portable toilets, and seasonal vendors.

Job Description

The Visitor Services Supervisor, under the guidance of the Community Services Director, will collaborate with park stakeholders, including vendors, other town departments, the Fort Williams Park Committee, guests, and residents to ensure a secure and pleasant park experience for everyone.

The Supervisor will oversee seasonal part-time rangers and greeters hired to handle assigned tasks during the busy months. Rangers encourage proper and appropriate use of park property, promote compliance with rules and regulations, and enhance visitor experience. Greeters confirm commercial vehicle reservations, collect parking fees, assist with parking directions within the park as well as provide area information. The Supervisor will serve as the on-duty ranger or greeter in the absence of scheduled staff.

During the off season, November through April, the Supervisor will work at the office of Community Services assisting with daily responsibilities, and developing and offering community programs.

The park is a beautiful location for company outings, family reunions, and ceremonies and has eight reserved sites that require park oversight. The Supervisor will oversee all reservation aspects from initial booking to post-event follow-up.

Duties include but are not limited to supervising greeters and rangers, patrolling grounds, answering phones, routine litter pick-up, trail maintenance, and responding to emails. This position will be responsible for the processing and issuing of permits for commercial passenger vehicles, site rentals, and ceremonies. Additionally, the supervisor will assist with special events and other site reservations. On occasion, develop and deliver programming, and assist with delivering programming in support of Community Services and other community initiatives such as Sounds by the Sea, Family Fun Day, and

Beach 2 Beacon. Work collaboratively to assist the rest of the park staff to support the overall needs of the site as time permits.

Successful candidates will have the ability to

- Supervise staff, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates, and available resources.
- Use Microsoft Office.
- Understand and apply the techniques of first aid and CPR.
- Give oral instructions in a precise, understandable manner.
- Write clearly and concisely, using proper grammar, punctuation, and spelling.
- Speak clearly and effectively to groups.
- Establish rapport with others.
- Read, understand, and explain Fort Williams Park's history.
- Work with audiences of all ages, including pre-school age children, families, adults, seniors, as well as school groups and people with disabilities.
- Work with partners, additional stakeholders, and agencies.
- Work in an outdoor environment in all types of weather for long periods.
- Work independently or as part of a team.
- Use the tools and equipment related to park maintenance.
- Read, understand, interpret, and explain the laws, rules, and regulations governing assigned unit activities.

Qualifications

- Applicants must have at least (A) two years of full-time, or equivalent part-time experience, administering, supervising, or conducting interpretive, educational, or recreational programs in a public, non-profit or private agency, or (B) any equivalent combination of the required (A) experience and the substitutions below.
- Substitutions: I. A Bachelor's degree with a major in park and/or recreation management, natural sciences, environmental education, history, park interpretation, or museum management may be substituted for the required (A) experience.
- Special Requirements: None.

Application Process

Interested applicants should submit a cover letter and completed [application](#) to Kathleen.Raftice@capeelizabeth.org.

Cape Elizabeth Community Services
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