

POSITION DESCRIPTION

POSITION	Customer Service/Housekeeper
AWARD:	Municipal Officers Workplace Agreement
CLASSIFICATION:	Level 2
STATUS:	Casual
HOURS:	Saturday, Sunday, Public Holidays and weekday backfill
OFFICE:	Bordertown Caravan Park
DEPARTMENT:	Corporate & Community Services
REPORTS TO:	Caravan Park Manager/Weekend Park Supervisor
UPDATED:	26/02/2024
VERSION:	2.1

POSITION SUMMARY

To provide exceptional customer service to guests, long term tenants and visitors of the Caravan Park. Assist in the set-up of cabins to prepare for cleaners and guests.

KEY DUTIES AND RESPONSIBILITIES

CUSTOMER SERVICE/OPERATIONAL

- Provide assistance and support to Park Management and staff in the day-to-day operation of the Bordertown Caravan Park, including welcoming guests and tenants.
- Check-in and check-out arriving and departing guests.
- Processing bookings on our online booking system.
- General office administration as required.
- Help guests and tenants with enquiries over the telephone and at reception.
- Follow Caravan Park Policies and Procedures to a high standard.
- Report maintenance and other park issues to Park Management (e.g. cleaning, gardening)
- Provide tourism information/support to guests/visitors when requested.
- Strip cabins of linen, re-make beds, restock cabin consumables and check all cupboards prior to cleaners' arrival. Complete cabin set up and pre-arrival upon cleaners departure

ORGANISATIONAL RELATIONSHIP

RESPONSIBLE TO: Caravan Park Manager / Weekend Park Supervisor

EXTEND OF AUTHORITY AND ACCOUNTABILITY
 No supervisory responsibility
 Authority to work within the scope of the position description

KEY RELATIONSHIPS
 Internal

- Bordertown Caravan Park Manager
- Bordertown Caravan Park Weekend Supervisor
- Bordertown Caravan Park Staff
- Director Corporate & Community Services

External

- General public and tenants

EMPLOYEES RESPONSIBILITIES

TRAINING	On-the-job training as required regarding duties and responsibilities.
RISK MANAGEMENT	<ul style="list-style-type: none"> • Observe Council's Risk Management Policy and procedures. • Take all reasonable steps to reduce risks identified in risk audits and other relevant processes. • Demonstrate a commitment to risk management principles and practices and maintain a safe environment for staff and community. • Ensure the security of Council's assets under employee's control.
WORK HEALTH & SAFETY	<ul style="list-style-type: none"> • Take reasonable care for his or her own health and safety. • Take reasonable care that his/her acts or omissions do not adversely affect the health and safety of others. • Adhere to Council Policies and Procedures. • Follow all reasonably practicable directions as directed by the supervisor/manager. • Report any hazardous situations or safety problems immediately to their manager. • Report all incidents and injuries. • Attend and participate in training when required or directed.
INJURY MANAGEMENT	<ul style="list-style-type: none"> • Undertake appropriate medical treatment for injuries or illness sustained at work. • Participate in the planning and implementation of a Return to Work Program where injury has resulted in time away from work or inability to perform aspects of work. • Comply with the Medical Officer's directions and to accept duties provided by the employer where they form part of the Return to Work program.
CODE OF CONDUCT	<ul style="list-style-type: none"> • Ensure that the requirements of Employee Code of Conduct are observed. • Ensure adherence to Council Policy and Procedures are observed.
GENERAL	<ul style="list-style-type: none"> • Understand and comply with relevant internal policies and plan and external legislation and legal requirements. • Establish and maintain networks and positive working relationships with relevant staff at all levels of the organisation, as well as external stakeholders. • Ensure a high standard of service is proactively provided when dealing with colleagues and customers. • Promote a positive image of Council in all dealings with the community.

KEY SELECTION CRITERIA

ESSENTIAL CRITERIA – *Mandatory to ensure the job is done effectively and efficiently.*

1. Friendly, engaging and enthusiastic with a genuine interest in welcoming visitors to the district and ensuring they enjoy their stay.
2. Prior experience working in a fast paced environment with the ability to prioritise tasks based on urgency and importance.
3. An eye for detail to ensure cabin and park presentation is always of a high standard.
4. Clear communication skills with the ability to be understanding towards the individual needs of a diverse customer base.
5. The ability to problem solve while staying calm and focused, thinking on the go, multi-tasking and handling situations in a positive and professional manner.
6. Experience in customer service and/or hospitality.
7. A willingness to learn our online booking system.
8. A high level of self-awareness, strong pro-active work ethic, and a willingness to undertake a wide variety of tasks.
9. Capable of working individually and in a team environment.
10. Availability to work weekends, public holidays and weekday backup as required
11. Able to work outdoors in varied weather conditions.
12. Experience in cash handling.

DESIRABLE – *Not essential but generally considered to be required to do the job proficiently.*

13. Current Class 'C' driver's licence
14. Recent experience in a similar position

PERFORMANCE STANDARDS

PERSONAL AND PROFESSIONAL DEVELOPMENT	Demonstrated experience and understanding of the need for continuation of both personal and professional development
CUSTOMER SERVICE	Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external guests.
ADMINISTRATION AND DOCUMENTATION	Through the use of organisational processes ensure that all administration and documentation requirements are completed in a professional and timely manner.
TECHNICAL SKILLS AND APPLICATION	Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.
TEAM AND DISPOSITION	Demonstrated participation as an active member of a team, consistent with the philosophy and policies of the organisation.
Incumbent's Name:	
Signature:	Date:
Manager's Name:	Allison Dimitriadis
Signature:	Date: