

## Position Description

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| <b>POSITION</b>         | Assistant Park Manager   |                       |   |
| <b>REPORTS TO</b>       | Park Manager   | <b>DIRECT REPORTS</b> | Park Employees  |
| <b>KEY STAKEHOLDERS</b> | <b>Internal:</b> <ul style="list-style-type: none"> <li>▪ Park Operations</li> <li>▪ Executive Leaders</li> <li>▪ Base Camp departments</li> </ul>   |                       | <b>External:</b> <ul style="list-style-type: none"> <li>▪ Suppliers/Vendors</li> <li>▪ Contractors</li> <li>▪ Park guests/visitors</li> <li>▪ Community stakeholders</li> </ul> |
| <b>PURPOSE</b>          | The Assistant Park Manager is responsible for the day-to-day operation of the Park and for overseeing the implementation of Reflections Holidays strategic operational plan.   |                       |   |
| <b>BUSINESS DRIVERS</b> | <p><b><i>The key inputs and activities of an Assistant Park Manager that drive results of Reflections Holidays.</i></b></p> <ol style="list-style-type: none"> <li>1. <b>Create a Customer-Focused Culture</b> – Leads the implementation of new processes, activities, or culture to enhance the customer experience; ensures that associates live a customer-focused culture, day-to-day.</li> <li>2. <b>Customer Service Provider</b> – Provides service directly to internal or external customers.</li> <li>3. <b>Engaged Associate</b> – Works cooperatively with others to accomplish group goals; takes accountability for, and commits time and effort to achieve, work goals.</li> <li>4. <b>Process Assurance</b> – Ensures that others follow processes and procedures; responds quickly to correct process problems.</li> </ol> |                       |   |
| <b>COMPETENCIES</b>     | <p><b>Business Accumen</b></p> <ul style="list-style-type: none"> <li>• <b>Continuous Improvement</b> - Originating action to improve existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions.</li> <li>• <b>Customer Focus</b> - Crafting and implementing service practices that meet customers' and own organisation's needs; promoting and operationalising customer service as a value.</li> <li>• <b>Decision Making</b> - Identifying and understanding problems and opportunities by gathering, analysing, and interpreting quantitative and qualitative information; choosing the best course of action by establishing clear decision criteria, generating and evaluating</li> </ul>  |                       |   |

alternatives, and making timely decisions; taking action that is consistent with available facts and constraints and optimises probable consequences.

- **Managing Work** - Effectively managing one's time and resources to ensure that work is completed efficiently.
- **Planning and Organising** – Establishing an action plan for self and others to complete work efficiently and on time by setting priorities, establishing timelines, and leveraging resources.

### Interpersonal Effectiveness

- **Building Customer Loyalty** – Meeting and exceeding internal and external customer expectations while cultivating relationships that secure commitment and trust.
- **Building Customer Relationships** – Ensuring that the customer's internal or external needs are met; taking accountability for customer satisfaction and loyalty; using appropriate interpersonal techniques to prevent and resolve escalated customer complaints and regain customer confidence.
- **Building Partnerships** – Developing and leveraging relationships within and across work groups to achieve results.
- **Collaborating** – Working cooperatively with others to help a team or work group achieve its goals.
- **Earning Trust** – Gaining others' confidence by acting with integrity and following through on commitments while disclosing own positions; treating others and their ideas with respect and supporting them in the face of challenges.
- **Influencing** – Using effective involvement and persuasion strategies to gain acceptance of ideas and commitment to actions that support specific work outcomes.
- **Valuing Differences** - Working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds; seeks out and uses unique abilities, insights, and ideas from diverse individuals.

### Leadership Impact

- **Coaching** – Engaging an individual in developing and committing to an action plan that targets specific behaviours, skills, or knowledge

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|                                    | <p>needed to ensure performance improvement or prepare for success in new responsibilities.</p> <ul style="list-style-type: none"> <li>• <b>Driving Innovation</b> - Creating a culture that inspires people to generate novel solutions with measurable value for existing and potential customers (internal or external); encouraging experimentation with new ways to solve work problems and seize opportunities that result in unique and differentiated solutions.</li> </ul>   |
| <p><b>KEY RESPONSIBILITIES</b></p> | <p><b>Operational Excellence</b></p> <ul style="list-style-type: none"> <li>▪ Build team skills through coaching, training and developing staff</li> <li>▪ Create a culture of accountability by discussing performance metrics, goals and KPIs with the team</li> <li>▪ Ensure all staff and contractors follow correct procedures and deliver expected work outcome in line with the values and behaviours required for success</li> <li>▪ Provide excellent customer service</li> <li>▪ Process arrivals and departures of guests</li> <li>▪ Greet customers with a friendly smile, be pleasant and friendly, offer assistance and be helpful in a positive manner</li> <li>▪ Offer support and services to all guests</li> <li>▪ Maintain a warm, friendly environment for guests and employees</li> <li>▪ Assist and direct visitors within the park</li> </ul> <p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>▪ Supervise Park Employees and oversee daily work where required, including developing and managing daily tasks</li> <li>▪ Attract, retain and train staff to ensure a positive culture</li> <li>▪ Ensure effective management and cleanliness of areas in control</li> <li>▪ Ensure compliance with all mandatory and necessary legislative and regulatory requirements</li> <li>▪ Undertake continuous improvement of all procedures within area</li> <li>▪ Communicate effectively with all guests and park staff</li> <li>▪ Rostering of all park employees, including approval of timesheets in a timely manner and management of leave requests</li> <li>▪ Carry out security checks and patrols of the park</li> <li>▪ Conduct evening rounds and closure of park amenities as part of afterhours on-call duties</li> </ul> <p><b>Financial</b></p> |

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|                                    | <ul style="list-style-type: none"> <li>▪ Assist Park Manager with park expenditure in line with budget</li> <li>▪ Assist Park Manager with accounting administration including invoicing, debtor management etc.</li> <li>▪ Assist manager to raise local revenue for park within budget</li> <li>▪ Assist Park Manager to roster employees according to payroll and budget requirements</li> </ul> <p><b>WHS</b></p> <ul style="list-style-type: none"> <li>▪ Follow Work Health and Safety guidelines and procedures</li> <li>▪ Identify hazards, assess and control safety risks</li> <li>▪ Conduct evening rounds and closure of park amenities as required</li> <li>▪ Carry out regular security checks and patrols of the park</li> <li>▪ Conduct routine park inspections including daily walk around and monthly audits as prescribed</li> <li>▪ Induct contractors into the park under WHS requirements</li> <li>▪ Report all incidents to Safety and input into MYOSH within 24 hours of incident occurring</li> <li>▪ Any other reasonable duties as directed by management</li> </ul> |
| <b>SELECTION CRITERIA</b>          | <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ Experience in a supervisory role, or senior administrative role</li> <li>▪ Ability to accept responsibility for park management</li> <li>▪ Knowledge of WHS issues and safe work practices</li> <li>▪ Current Driver Licence</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>▪ Experience in tourism or hospitality industries</li> </ul>  |
| <b>REFLECTIONS HOLIDAYS VALUES</b> | <i>How our company values apply to all employees</i>  |
| <b>GROW TOGETHER</b>               | <p>When we work as a team, everyone benefits.</p> <p>We grow when our people, our places and communities are at their best – teamwork helps us all grow and learn.</p>  |
| <b>SAY IT, DO IT</b>               | <p>We deliver on our promises – we are all as good as our word. We are solutions focused.</p>   |

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| <b>MAKE A DIFFERENCE</b>  | In partnership with others, we achieve better outcomes.<br>We believe everyone can make a difference in the lives of people, places, and our planet. |
| <b>CARE DEEPLY</b>  | We are genuine and demonstrate care for our customer, our communities, our people, and our world. We deliver to a high standard.                     |
| <b>ACKNOWLEDGEMENT:</b><br>I acknowledge that I have read and understood the duties and responsibilities as listed in this position description and have been provided a copy for my reference. |  |
| <b>SIGNATURE:</b>   |  |
| <b>DATE:</b>  |  |