

Position Description

POSITION	Operations Coordinator		
REPORTS TO	Executive Manager – Park Operations (supervised by Commercial Manager)	DIRECT REPORTS	Nil
KEY STAKEHOLDERS	Internal: <ul style="list-style-type: none"> Commercial Manager Regional Managers Park Managers External: <ul style="list-style-type: none"> Key Stakeholders Guests of the Holiday Parks including Permanent Residents and LTC's Suppliers & Contractors 		
PURPOSE	Providing focused administrative support to the Commercial Manager and general support to the broader Operations team.		
BUSINESS DRIVERS	<i>The key inputs and activities of an Operations Coordinator that drive results of Reflections Holidays.</i>		
	<ol style="list-style-type: none"> Customer Service Provider – Provides service directly to internal and external customers. Engaged Associate – Works cooperatively with others to accomplish group goals; takes accountability for and commits time and effort to achieve work goals. Information Coordinator – Organises information into correspondence, minutes, or forms; prepares information for dissemination to others; organises and stores information; responds to requests for currently available information. 		
COMPETENCIES	Business Acumen <ul style="list-style-type: none"> Managing Work – Effectively managing one's time and resources to ensure that work is completed efficiently. Monitoring Information – Setting up ongoing procedures to collect and review information needed to manage ongoing activities within an organisation. 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 <ul style="list-style-type: none"> Building Customer Loyalty – Meeting and exceeding customer expectations while cultivating relationships that secure commitment and trust. 		

	<ul style="list-style-type: none"> • 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. • 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.
KEY RESPONSIBILITIES	<p>Administration Support – Operations Team:</p> <ul style="list-style-type: none"> ▪ Type Correspondence, reports, create PowerPoint presentation & excel spreadsheets. ▪ Updating regular reports, scorecards and presentations ▪ Administration for operational initiatives ▪ Gathering and collating information for operational insights ▪ Analysing and reporting of data and information <p>Commercial Manager Support:</p> <ul style="list-style-type: none"> ▪ Retail – setting up new suppliers, raising purchase orders and processing invoices for payment. ▪ Maintaining and updating stock pricing in point-of-sale system. ▪ Procurement – assisting with review contractor proposals and data collection for cost analyses ▪ Residents and Long-Term Casuals - responsible for all permanent resident and long-term casual contract tasks and processes. ▪ Supporting communications and compliance of permanent residents and long-term casuals. ▪ Managing payments and outstanding debtors of residents and long-term casuals (supervised by Commercial Manager).
SELECTION CRITERIA	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Strong at building relationships with multiple stakeholders ▪ Create positive engagements with guests ▪ Ability to multitask and manage deadlines ▪ Tenacious in getting tasks and projects complete ▪ Detail focused <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Tourism, real estate, retirement living or retail experience
REFLECTIONS HOLIDAYS VALUES	<p><i>How our company values apply to all employees</i></p>

GROW TOGETHER	When we work as a team, everyone benefits. We grow when our people, our places and communities are at their best – teamwork helps us all grow and learn.
SAY IT, DO IT	We deliver on our promises – we are all as good as our word. We are solutions focused.
MAKE A DIFFERENCE	In partnership with others, we achieve better outcomes. We believe everyone can make a difference in the lives of people, places, and our planet.
CARE DEEPLY	We are genuine and demonstrate care for our customer, our communities, our people, and our world. We deliver to a high standard.
ACKNOWLEDGEMENT: 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.	
SIGNATURE:	
DATE:	