

Position Description

POSITION	Assistant Park Manager		
REPORTS TO	Park Manager	DIRECT REPORTS	Park Employees
KEY STAKEHOLDERS	<div> Internal: <ul style="list-style-type: none"> ▪ Park Operations ▪ Executive Leaders ▪ Base Camp departments </div> <div> External: <ul style="list-style-type: none"> ▪ Suppliers/Vendors ▪ Contractors ▪ Park guests/visitors ▪ Community stakeholders </div>		
PURPOSE	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.		
BUSINESS DRIVERS	<p><i>The key inputs and activities of an Assistant Park Manager that drive results of Reflections Holidays.</i></p> <ol style="list-style-type: none"> 1. Create a Customer-Focused Culture – 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. 2. Customer Service Provider – Provides service directly to internal or external customers. 3. Engaged Associate – Works cooperatively with others to accomplish group goals; takes accountability for, and commits time and effort to achieve, work goals. 4. Process Assurance – Ensures that others follow processes and procedures; responds quickly to correct process problems. 		
COMPETENCIES	<p>Business Accumen</p> <ul style="list-style-type: none"> • Continuous Improvement - Originating action to improve existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions. • Customer Focus - Crafting and implementing service practices that meet customers' and own organisation's needs; promoting and operationalising customer service as a value. • Decision Making - 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 		

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

KEY RESPONSIBILITIES

needed to ensure performance improvement or prepare for success in new responsibilities.

- **Driving Innovation** - 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.

Operational Excellence

- Build team skills through coaching, training and developing staff
- Create a culture of accountability by discussing performance metrics, goals and KPIs with the team
- Ensure all staff and contractors follow correct procedures and deliver expected work outcome in line with the values and behaviours required for success
- Provide excellent customer service
- Process arrivals and departures of guests
- Greet customers with a friendly smile, be pleasant and friendly, offer assistance and be helpful in a positive manner
- Offer support and services to all guests
- Maintain a warm, friendly environment for guests and employees
- Assist and direct visitors within the park

Leadership

- Supervise Park Employees and oversee daily work where required, including developing and managing daily tasks
- Attract, retain and train staff to ensure a positive culture
- Ensure effective management and cleanliness of areas in control
- Ensure compliance with all mandatory and necessary legislative and regulatory requirements
- Undertake continuous improvement of all procedures within area
- Communicate effectively with all guests and park staff
- Rostering of all park employees, including approval of timesheets in a timely manner and management of leave requests
- Carry out security checks and patrols of the park
- Conduct evening rounds and closure of park amenities as part of afterhours on-call duties

Financial

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

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:	