

Position Description

POSITION	Amenities Cleaner	
REPORTS TO	Park Manager	
DIRECT REPORTS	Nil	
CONTACTS	Internal: ▪ Park employees ▪ Operations Managers ▪ Reflections Holidays' employees	External: ▪ Suppliers ▪ Contractors ▪ Customers ▪ Park guests
PURPOSE	The Amenities Cleaner is responsible for maintaining the presentation of the park's amenities and guest facilities and ensuring high standards of cleanliness to represent Reflections Holidays in a positive manner.	
KEY RESPONSIBILITIES	Amenities Cleaning ▪ Undertake cleaning of amenities blocks, camp kitchen, BBQ's, fish cleaning tables and picking up of general rubbish as required ▪ Assist and direct visitors within the park ▪ Provide excellent customer service to park guests and visitors ▪ Communicate effectively with all guests and park staff ▪ Any other reasonable duties as directed by management WHS ▪ Follow Work Health and Safety guidelines and procedures ▪ Follow Chemical Handling procedures ▪ Identify hazards, assess and control safety risks ▪ Ensure correct use of PPE and uniforms are always worn	
QUALIFICATIONS	▪ Chemical Handling and Storage Certificate (desirable) ▪ All other compliance training as required	
EXPERIENCE	▪ Previous experience in a similar cleaning position ▪ Experience in stock control and rotation ▪ Experience in chemical handling	
KNOWLEDGE	▪ Sound knowledge and understanding of Work Health and Safety regulations and safe work practices ▪ Use and safe storage of cleaning equipment and chemicals	

	▪ Sound knowledge and understanding of Material Safety Data Sheets and Risk Assessments
COMPETENCIES	▪ Ability to work productively and independently ▪ Ability to manage time to meet priorities ▪ Ability to learn quickly, use initiative and adapt to changing work environments ▪ Ability to problem solve ▪ Ability to demonstrate a high level of accuracy ▪ Excellent customer service and communication skills ▪ Ability to communicate with all levels of guests, including children
CAPABILITY REQUIREMENTS	Business Leadership ▪ Thinks Systemically – Recognises the complex interrelationships among business activities and understands the "big picture" of how decisions impact Reflections Holidays overall, business units, outcomes or processes. ▪ Analyses Information – Analyses and understands quantitative and qualitative data, including financial data, industry data, people metrics and survey results. ▪ Planning and structure – Sets up clear processes and structures for delivery of projects. Structures work by efficiently planning and coordinating activities, identifying critical paths to the completion of activities, and manage resources to accomplish objectives on time and within budget. ▪ Drives Results – Actively works towards the achievement of project visions and delivering the best outcomes for Reflections Holidays. Sets clear goals to work towards and creates plans to overcome obstacles as they arise. Interpersonal Characteristics ▪ Collaborates – Willingly works with others across Reflections Holidays towards common goals, understands the responsibilities, activities and ways to develop business interrelationships. ▪ Influencing others – Effectively influences internal and external stakeholders, using data, logic and reasoning to drive the best outcomes for Reflections Holidays. ▪ Leverages Networks – Builds, maintains and leverages contacts both within and outside the organisation to gather critical information and influence key decisions. ▪ Impactful communication – Engages audiences in a compelling manner, clearly conveying points in group and one-on-one settings, and demonstrates a clear understanding of audience needs.
SELECTION CRITERIA	Essential: ▪ Current Driver Licence ▪ Previous experience in a similar cleaning position

	▪ Experience in stock control and rotation ▪ Experience in chemical handling ▪ Sound knowledge and understanding of Work Health and Safety regulations and safe work practices ▪ Sound knowledge of use and safe storage of cleaning equipment and chemicals ▪ Sound knowledge and understanding of Material Safety Data Sheets and Risk Assessments ▪ Ability to work productively and independently ▪ Ability to manage time to meet priorities ▪ Ability to learn quickly, use initiative and adapt to changing work environments ▪ Ability to problem solve ▪ Ability to demonstrate a high level of accuracy ▪ Excellent customer service and communication skills Desirable: ▪ Experience in tourism and hospitality ▪ Chemical Handling and Storage Certificate
REFLECTIONS HOLIDAYS VALUES	<i>How our company values apply to all employees</i>
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.