

## Position Description

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| <b>POSITION</b>             | Amenities Cleaner and Housekeeping Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                       |     |
| <b>REPORTS TO</b>           | Park Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>DIRECT REPORTS</b> | Nil |
| <b>KEY STAKEHOLDERS</b>     | <div> <b>Internal:</b> <ul style="list-style-type: none"> <li>▪ Park employees</li> <li>▪ Operations Managers</li> <li>▪ Reflections Holidays' employee</li> </ul> </div> <div> <b>External:</b> <ul style="list-style-type: none"> <li>▪ Suppliers</li> <li>▪ Contractors</li> <li>▪ Customers</li> <li>▪ Park guests</li> </ul> </div>                                                                                                                                                                           |                       |     |
| <b>PURPOSE</b>              | The amenities cleaner and housekeeping officer will provide excellent customer service and represent Reflections Holidays in a positive manner by carrying out housekeeping duties within the park, while ensuring the amenities and guest facilities are maintained to a high standard of cleanliness.                                                                                                                                                                                                            |                       |     |
| <b>BUSINESS DRIVERS</b>     | <i>The key inputs and activities of an amenities cleaner and housekeeping officer that drive results of Reflections Holidays.</i>                                                                                                                                                                                                                                                                                                                                                                                  |                       |     |
|                             | <ol style="list-style-type: none"> <li><b>1. Skilled-Trade Associate</b> – Apply skills and knowledge to create work products or implement work processes.</li> </ol>                                                                                                                                                                                                                                                                                                                                              |                       |     |
| <b>COMPETENCIES</b>         | <b>Safety Focus</b> – Identify and improve conditions that affect own and others' safety; uphold safety standards.                                                                                                                                                                                                                                                                                                                                                                                                 |                       |     |
|                             | <b>Decision Making</b> – Choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives, and making timely decisions.                                                                                                                                                                                                                                                                                                                                          |                       |     |
|                             | <b>Customer Orientation</b> – Place a high priority on the guest experience when making decisions and acting; implement service practices that meet the guests' and organisation's needs.                                                                                                                                                                                                                                                                                                                          |                       |     |
|                             | <b>Collaboration</b> – Work cooperatively with others to help a team or work group achieve its goals.                                                                                                                                                                                                                                                                                                                                                                                                              |                       |     |
| <b>KEY RESPONSIBILITIES</b> | <b>Amenities Cleaning</b> <ul style="list-style-type: none"> <li>▪ Undertake cleaning of amenities blocks, and other park facilities such as camp kitchen, BBQ's, fish cleaning tables and picking up of general rubbish as required</li> <li>▪ Assist and direct visitors within the park</li> <li>▪ Provide excellent customer service to park guests and visitors</li> <li>▪ Communicate effectively with all guests and park staff</li> <li>▪ Any other reasonable duties as directed by management</li> </ul> |                       |     |

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|                                    | <p><b>Housekeeping</b></p> <ul style="list-style-type: none"> <li>Assist and direct visitors within the park</li> <li>Provide excellent customer service</li> <li>Undertake cleaning of interior and exterior cabin areas</li> <li>Undertake housekeeping duties such as linen changes, cleaning of cabins, replenish stock</li> <li>Undertake stocktake and compiling of records of items in cabins</li> <li>Undertake cleaning of the amenities blocks</li> <li>Follow work health and safety procedures</li> <li>Communicate effectively with all park staff</li> <li>Any other reasonable duties as directed by management</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> </ul> <p>Any other reasonable duties as directed by management</p> |
| <b>SELECTION CRITERIA</b>          | <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>Current Driver Licence</li> <li>Previous experience in a similar cleaning or housekeeping position</li> <li>Sound knowledge and understanding of Work Health and Safety regulations and safe work practices</li> <li>Sound knowledge of use and safe storage of cleaning equipment and chemicals</li> <li>Ability to work productively and independently</li> <li>Ability to manage time to meet priorities</li> <li>Excellent customer service and communication skills</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>Experience in tourism and hospitality</li> <li>Chemical Handling and Storage Certificate</li> <li>First Aid certificate</li> </ul>                                                                                                                                        |
| <b>REFLECTIONS HOLIDAYS VALUES</b> | <p><b><i>How our company values apply to all employees</i></b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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| <b>SAY IT, DO IT</b>                                                                                                                                                                            | We deliver on our promises – we are all as good as our word. We are solutions focused.                                                               |
| <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>                                                                                                                                                                                    |                                                                                                                                                      |