

## Position Description

POSITION	Park Manager		
REPORTS TO	Regional Manager	DIRECT REPORTS	Park Employees
KEY STAKEHOLDERS	<b>Internal:</b> <ul style="list-style-type: none"> <li>▪ Park employees</li> <li>▪ Regional Managers</li> <li>▪ Operations Managers</li> <li>▪ Executive Managers</li> <li>▪ Corporate Staff</li> <li>▪ CEO</li> </ul>	<b>External:</b> <ul style="list-style-type: none"> <li>▪ Suppliers</li> <li>▪ Contractors</li> <li>▪ Park guests</li> <li>▪ Community</li> <li>▪ Government entities</li> </ul>	
PURPOSE	<p>The Park Manager at Reflections Holidays drives guest engagement and business growth by identifying new opportunities and supporting the team in delivering an exceptional guest experience.</p> <p>This role fosters a positive work environment where employees feel connected to the park's mission, take pride in their contributions, and are committed to the park's success. Leading the implementation of new processes, products, and services to align with strategic goals, the Park Manager champions a customer-focused culture and ensures all operations comply with regulatory standards.</p> <p>Reflections Park Managers develop meaningful relationships with community and external stakeholders, ensuring connection to the organisation's purpose and values.</p>		
BUSINESS DRIVERS	<p><b><i>The key inputs and activities of a Park Manager that drive the operational and financial results of Reflections Holidays.</i></b></p> <ol style="list-style-type: none"> <li>1. <b>Drive Revenue Growth</b> - Identify new business opportunities and supports others in securing and growing guest engagement.</li> <li>2. <b>Engage Employees</b> - Creates a work environment in which employees become compelled to commit to their organisation and its bottom line and feel pride, connection to purpose, and job ownership</li> <li>3. <b>Create a customer-focused culture</b> - Leads the implementation of new processes, activities, or culture to enhance the customer experience. Ensures that team members live a customer-focused culture, day-to-day.</li> <li>4. <b>Implement Improvements to Service Quality</b> - Plays a leadership role in implementing improvements in products and services.</li> <li>5. <b>Enforce Internal Controls</b> - Ensures success in a highly regulated environment. Builds a culture that reinforces compliance with appropriate laws, regulations, and/or guidelines.</li> </ol>		
COMPETENCIES	<p><b>Interpersonal</b></p> <ul style="list-style-type: none"> <li>▪ <b>Building Customer Relationships</b> - Ensuring that the customer's internal or external needs are met; building productive relationships with high-priority</li> </ul>		

customers; taking accountability for customer satisfaction and loyalty; using appropriate interpersonal techniques to prevent and resolve escalated customer complaints and regain customer confidence.

- **Influencing** - Using effective involvement and persuasion strategies to gain acceptance of ideas and commitment to actions that support specific work outcomes

### Leadership

- **Building Talent** - Planning and supporting the development of individuals' knowledge, skills, and abilities so that they can fulfill current or future job responsibilities more effectively.
- **Coaching** - Engaging an individual in developing and committing to an action plan that targets specific behaviours, skills, or knowledge needed to ensure performance improvement or prepare for success in new responsibilities.
- **Delegation and Empowerment** - Identifying and leveraging opportunities to accelerate results and build capability by assigning tasks and decision-making responsibilities to individuals or teams with clear boundaries, expectations, support, and follow-up.
- **Driving Innovation** - Creating an environment (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.
- **Execution** - Ensuring others contribute to organisation strategies by focusing them on the most critical priorities, measuring progress, and ensuring accountability against those metrics.
- **Facilitating Change** - Leading the implementation and acceptance of change within the workplace.
- **Inspiring Others** - Motivating individuals toward higher levels of performance that are aligned with the organisations vision and values.

### Business Acumen

- **Continuous Improvement** - Actively identifying new areas for learning; regularly creating and taking advantage of learning opportunities; using

	<p>newly gained knowledge and skill on the job and learning through their application.</p> <ul style="list-style-type: none"><li>▪ <b>Customer Focus</b> - Ensuring that the internal or external customer's perspective is a driving force behind strategic priorities, business decisions, organisational processes, and individual activities; crafting and implementing service practices that meet customers' and own organisation's needs; promoting and operationalising customer service as a value.</li><li>▪ <b>Monitoring Information</b> - Setting up ongoing procedures to collect and review information needed to manage park activities.</li><li>▪ <b>Safety Leadership</b> - Actively protecting others' well-being, ensuring compliance with safe operating procedures, and inspiring others' commitment to create and maintain a safe work environment.</li></ul>
<b>KEY RESPONSIBILITIES</b>	<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>▪ Drive a culture of excellent customer service and Park presentation.</li><li>▪ Roster staff in accordance with Award requirements using HRIS.</li><li>▪ Review and approve employee timesheets in accordance with Reflections Holidays internal processes and deadlines.</li><li>▪ Ensure operational compliance with regulations and legislation.</li><li>▪ Undertake on-call duties including providing after-hours support and responding to after-hours enquiries where required.</li><li>▪ Foster strong relationships with external and community stakeholders to enhance site performance and maximise community engagement.</li><li>▪ Act as an ambassador for the park within the community. This includes addressing concerns, facilitating feedback, and representing the park at community events or meetings.</li><li>▪ Plan and participate in events that enhance park visibility and community involvement, such as local festivals, community events, and joint initiatives with local organisations.</li><li>▪ Advocate for the park's needs and goals during meetings with councils and committees, ensuring the park's interest align with community objectives.</li></ul>

<b>SELECTION CRITERIA</b>	<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, train and roster 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>▪ Participate in the park's after-hours on-call roster, including conducting security checks and patrols and responding to guest enquiries or requests (approximately 8 on-call shifts per fortnight).</li> </ul> <p><b>Financial</b></p> <ul style="list-style-type: none"> <li>▪ Manage park expenditure in line with budget.</li> <li>▪ Ensure all profit and loss (invoicing and debtors) are accurate and timely within the guidelines.</li> <li>▪ Generate local revenue for park within budget.</li> <li>▪ Roster 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>
	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ First Aid Certificate</li> <li>▪ Current Driver Licence</li> <li>▪ Experience in facility management</li> <li>▪ Experience in people management and workforce planning</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>▪ Experience in tourism or hospitality</li> </ul>

**REFLECTIONS HOLIDAYS  
VALUES*****How our company values apply to all employees*****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:**