

Position Description

POSITION	All Rounder (Guest Services, Kiosk, Housekeeping & Grounds)		
REPORTS TO	Park Manager	DIRECT REPORTS	Nil
KEY STAKEHOLDERS	<div> Internal: <ul style="list-style-type: none"> ▪ Park employees ▪ Regional managers ▪ Reflections Holidays employees </div> <div> External: <ul style="list-style-type: none"> ▪ Suppliers ▪ Contractors ▪ Customers ▪ Park guests /residents/holiday van owners </div>		
PURPOSE	To carry out all park level duties, while providing excellent customer service experience every time, and representing Reflections Holidays in a positive manner.		
BUSINESS DRIVERS	<p>The key inputs and activities of an All Rounder that drive results of Reflections Holidays.</p> <ol style="list-style-type: none"> 1. Customer Service Provider – Provides service directly to internal or external customers. 2. Skilled-Trade Associate – Applies skilled trade knowledge to create work products or implement work processes. 		
COMPETENCIES	<p>Safety Focus – Identify and improve conditions that affect own and others' safety; uphold safety standards.</p> <p>Decision Making – Choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives, and making timely decisions.</p> <p>Customer Orientation – Place a high priority on the guest experience when making decisions and acting; implement service practices that meet the guests' and organisation's needs.</p> <p>Collaboration – Work cooperatively with others to help a team or work group achieve its goals.</p> <p>Planning and Organising – Establish an action plan for self and others to complete work efficiently and on time by setting priorities, establishing timelines, and leveraging resources.</p> <p>Managing Work – Effectively manage own time and resources to ensure that work is completed efficiently.</p> <p>Building Customer Loyalty – Meet and exceed guest expectations and experience while cultivating relationships that secure commitment and trust.</p>		
	<p>Guest Services Officer</p> <ul style="list-style-type: none"> ▪ Provide exceptional customer service including liaising with guests face to face; via telephone and internet for bookings, enquiries and 		

KEY RESPONSIBILITIES

complaints

- Process guest reservations, cancellations, arrivals and departures, and provide information on the local area and park facilities
- Undertake general office duties, banking and cleaning of office/kiosk
- Prepare correspondence, record keeping of all mail and carry out filing in accordance with procedures
- Assist Park manager and Supervisors with the opening and closing of office and kiosk/store
- Receiving and dispensing of monies via computerised point of sale register
- Assist supervisor with stock take and invoicing for kiosk, store, cabin, office and cleaning equipment and chemicals
- Assist and direct visitors within the park and as they enter the park
- Assist Guest Services Supervisor in social media administration at park level as required

Kiosk Worker

- Preparation and cooking of food
- Ensure appropriate stock levels are maintained
- Assist with fuel sales as applicable
- Organise, set up and running of children's activities
- Communicate effectively with all park staff

Housekeeping Officer

- Assist and direct visitors within the park
- Provide excellent customer service
- Undertake cleaning of interior and exterior cabin areas
- Undertake housekeeping duties such as linen changes, cleaning of cabins, replenish stock
- Undertake stocktake and compiling of records of items in cabins
- Undertake cleaning of the amenities blocks
- Follow work health and safety procedures
- Communicate effectively with all park staff
- Any other reasonable duties as directed by management

Grounds & Maintenance

- Undertake all ground maintenance, including weeding, spraying, pruning mulching, mowing, slashing, brush cutting and edging.
- Undertake cleaning of amenities blocks, camp kitchen, BBQ's, fish cleaning tables and picking up of general rubbish as required
- Undertake removal of rubbish
- Undertake general grounds maintenance and repairs
- Undertake all maintenance as required, including cabins, park buildings, facilities, fencing, and applicable road & infrastructure projects.

	<ul style="list-style-type: none"> ▪ Maintain gardens and trees to ensure a safe environment for guests and park staff ▪ Operate plant and equipment ▪ Carry out maintenance, servicing and basic repairs to water supply, drainage and septic/sewerage systems ▪ Complete servicing and repairs on the parks plant, pumps, vehicles and machinery ▪ Assist in the care and control of native and introduced animals within the park ▪ Removal of deceased animals and wildlife as required ▪ Carry out security checks and patrols of the park ▪ Positioning of boat and slippery dip pontoons (if applicable) ▪ Lifeguard duties (if applicable) <p>WHS</p> <ul style="list-style-type: none"> ▪ Follow Work Health and Safety (WHS) procedures ▪ Identify hazards, assess and control safety risks <p>Any other duties as directed by management</p>
SELECTION CRITERIA	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Experience in same or similar role ▪ Current Driver Licence ▪ Sound knowledge and understanding of Work Health and Safety regulations and safe work practices ▪ Basic knowledge of use and safe storage of cleaning equipment and chemicals ▪ Ability to work productively and independently ▪ Ability to manage time to meet priorities ▪ Excellent customer service and communication skills <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience in tourism and hospitality ▪ Chemical Handling and Storage Certificate <p>First Aid certificate</p>
REFLECTIONS HOLIDAYS VALUES	<p><i>How our company values apply to all employees</i></p>
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	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:	