

## Position Description

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

## 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"> <li>▪ Maintain gardens and trees to ensure a safe environment for guests and park staff</li> <li>▪ Operate plant and equipment</li> <li>▪ Carry out maintenance, servicing and basic repairs to water supply, drainage and septic/sewerage systems</li> <li>▪ Complete servicing and repairs on the parks plant, pumps, vehicles and machinery</li> <li>▪ Assist in the care and control of native and introduced animals within the park</li> <li>▪ Removal of deceased animals and wildlife as required</li> <li>▪ Carry out security checks and patrols of the park</li> <li>▪ Positioning of boat and slippery dip pontoons (if applicable)</li> <li>▪ Lifeguard duties (if applicable)</li> </ul> <p><b>WHS</b></p> <ul style="list-style-type: none"> <li>▪ Follow Work Health and Safety (WHS) procedures</li> <li>▪ Identify hazards, assess and control safety risks</li> </ul> <p>Any other duties as directed by management</p> |
| <b>SELECTION CRITERIA</b>              | <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ Experience in same or similar role</li> <li>▪ Current Driver Licence</li> <li>▪ Sound knowledge and understanding of Work Health and Safety regulations and safe work practices</li> <li>▪ Basic 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> </ul> <p>First Aid certificate</p>  |
| <b>REFLECTIONS HOLIDAYS<br/>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>  |

**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:**