

## Position Description

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| <b>POSITION</b>             | Caretaker  |   |
| <b>REPORTS TO</b>           | Park Manager   |   |
| <b>DIRECT REPORTS</b>       | Nil  |   |
| <b>CONTACTS</b>             | <b>Internal:</b> <ul style="list-style-type: none"> <li>▪ Park employees</li> <li>▪ Regional Managers</li> <li>▪ Reflections Holiday Parks employees</li> </ul>  | <b>External:</b> <ul style="list-style-type: none"> <li>▪ Suppliers</li> <li>▪ Contractors</li> <li>▪ Customers</li> <li>▪ Park guests</li> </ul> |
| <b>PURPOSE</b>              | To carry out maintenance & grounds, and guest services work within the park and to represent Reflections Holidays in a positive manner.  |   |
| <b>KEY RESPONSIBILITIES</b> | <p><b>Grounds and Maintenance</b></p> <ul style="list-style-type: none"> <li>▪ Undertake removal of rubbish</li> <li>▪ Undertake general grounds maintenance and repairs</li> <li>▪ Undertake mowing, slashing, brush cutting and edging of grounds and lawns</li> <li>▪ Undertake garden maintenance, weeding, spraying, pruning and mulching</li> <li>▪ Undertake cabin maintenance as required</li> <li>▪ Maintain gardens and trees to ensure a safe environment for guests and park staff</li> <li>▪ Maintenance of fencing as required</li> <li>▪ Removal of deceased animals and wildlife as required</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>▪ Assist in the care and control of native and introduced animals within the park</li> <li>▪ Carry out road and infrastructure maintenance, projects and construction within the park</li> <li>▪ Carry out more complex repairs and maintenance on park buildings and facilities</li> <li>▪ Complete servicing and repairs on the parks plant, pumps, vehicles and machinery</li> </ul> |   |

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|                       | <ul style="list-style-type: none"> <li>▪ Undertake cleaning of amenities blocks, camp kitchen, BBQ's, fish cleaning tables and picking up of general rubbish as required</li> <li>▪ Carry out security checks and patrols of the park</li> <li>▪ Assist and direct visitors within the park</li> <li>▪ Provide excellent customer service</li> <li>▪ Communicate effectively with all guests and park staff</li> <li>▪ Follow Work Health and Safety guidelines and procedures</li> <li>▪ Any other reasonable duties as directed by management</li> </ul> <p><b>Guest Services</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 complaints</li> <li>▪ Process guest reservations, cancellations, arrivals and departures, and provide information on the local area and park facilities</li> <li>▪ Undertake general office duties, banking and cleaning of office/kiosk</li> <li>▪ Prepare correspondence, record keeping of all mail and carry out filing in accordance with procedures</li> <li>▪ Assist Park manager and Supervisors with the opening and closing of office and kiosk/store</li> <li>▪ Receiving and dispensing of monies via computerised point of sale register</li> <li>▪ Assist supervisor with stock take and invoicing for kiosk, store, cabin, office and cleaning equipment and chemicals</li> <li>▪ Assist and direct visitors within the park and as they enter the park</li> <li>▪ Assist Park Manager in social media administration at park level as required</li> </ul> <p><b>WHS</b></p> <ul style="list-style-type: none"> <li>▪ Follow Work Health and Safety guidelines and procedures</li> <li>▪ Follow Chemical Handling procedures</li> <li>▪ Identify hazards, assess and control safety risks</li> <li>▪ Ensure correct use of PPE and uniforms are worn at all times</li> <li>▪ Any other reasonable duties as directed by management</li> </ul> |
| <b>QUALIFICATIONS</b> | <ul style="list-style-type: none"> <li>▪ Current Driver Licence</li> <li>▪ All other compliance training as required</li> </ul>  |
| <b>EXPERIENCE</b>     | <ul style="list-style-type: none"> <li>▪ Experience in general maintenance, repairs, gardening, grounds maintenance, outdoor cleaning etc.</li> <li>▪ Experience in using and maintaining outdoor and grounds machinery</li> <li>▪ Experience in delivering excellent customer service</li> </ul>  |

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|                                | <ul style="list-style-type: none"> <li>▪ Experience administration / front office reception and cash handling</li> <li>▪ Experience in hospitality (desirable)</li> </ul>  |
| <b>KNOWLEDGE</b>               | <ul style="list-style-type: none"> <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>▪ Mechanics or basic repairs to plant, machinery or equipment knowledge</li> <li>▪ Knowledge and understanding of handling and use of outdoor and grounds machinery</li> </ul>  |
| <b>COMPETENCIES</b>            | <ul style="list-style-type: none"> <li>▪ Ability to work productively and independently</li> <li>▪ Ability to manage time to meet priorities</li> <li>▪ Ability to handle and use outdoor and grounds machinery</li> <li>▪ Participate in environmentally sustainable work practices</li> <li>▪ Organise and complete daily work activities</li> <li>▪ Operate small plant and equipment</li> <li>▪ Provide general grounds care</li> <li>▪ Maintain property and structure</li> <li>▪ Undertake security services</li> <li>▪ Source and use information on the holiday park and resort industry</li> <li>▪ Provide service to customers</li> <li>▪ Show social and cultural sensitivity</li> <li>▪ Identify hazards, assess and control safety risks</li> <li>▪ Excellent customer service and communication skills</li> <li>▪ Competent computer skills including the use of a point of sale register</li> <li>▪ Ability to learn quickly, use initiative and adapt to changing work environments</li> </ul> |
| <b>CAPABILITY REQUIREMENTS</b> | <p><b>Business Leadership</b></p> <ul style="list-style-type: none"> <li>▪ <b>Thinks Systematically</b> – Recognises the complex interrelationships among business activities and understands the “big picture” of how decisions impact NSWCHPLM t/a Reflections Holidays overall, business units, outcomes or processes.</li> <li>▪ <b>Analyses Information</b> – Analyses and understands quantitative and qualitative data, including financial data, industry data, people metrics and survey results.</li> <li>▪ <b>Planning and structure</b> – Sets up clear processes and structures for the 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.</li> </ul>   |

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|                                    | <ul style="list-style-type: none"> <li>▪ <b>Drives Results</b> – 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.</li> </ul> <p><b>People Leadership</b></p> <ul style="list-style-type: none"> <li>▪ No direct people leadership responsibilities.</li> </ul> <p><b>Interpersonal Characteristics</b></p> <ul style="list-style-type: none"> <li>▪ <b>Collaborates</b> – Willingly works with others across Reflections Holidays towards common goals, understands the responsibilities, activities and ways to develop business interrelationships.</li> <li>▪ <b>Influencing others</b> – Effectively influences internal and external stakeholders, using data, logic and reasoning to drive the best outcomes for Reflections Holiday Parks.</li> <li>▪ <b>Leverages Networks</b> – Builds, maintains and leverages contacts both within and outside the organisation to gather critical information and influence key decisions.</li> </ul> |
| <b>SELECTION CRITERIA</b>          | <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ Current Driver Licence</li> <li>▪ Experience in general maintenance, repairs and outdoor cleaning</li> <li>▪ Handyman, plumbing or carpentry experience</li> <li>▪ Ability to work productively and independently</li> <li>▪ Ability to manage time to meet priorities</li> <li>▪ Ability to learn quickly, use initiative and adapt to changing work environments</li> <li>▪ Ability to problem solve</li> <li>▪ Ability to handle and use outdoor and grounds machinery</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>▪ Mechanics or basic repairs to plant, machinery and equipment knowledge</li> <li>▪ Material Safety Data Sheet knowledge</li> </ul>  |
| <b>REFLECTIONS HOLIDAYS VALUES</b> | <i>How our company values apply to all employees</i>  |
| <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. |  |