

Position Description

POSITION	Housekeeping Supervisor		
REPORTS TO	Park Manager	DIRECT REPORTS	Nil
KEY STAKEHOLDERS	Internal: <ul style="list-style-type: none"> ▪ Park employees ▪ Regional Managers ▪ Base Camp employees 		External: <ul style="list-style-type: none"> ▪ Suppliers ▪ Contractors ▪ Community members ▪ Park guests & residents
PURPOSE	To provide support to the Park Manager by carrying out housekeeping duties while supervising and guiding the housekeeping team members to excellence and representing Reflections in a positive manner.		
BUSINESS DRIVERS	<p>The key inputs and activities of a Housekeeping Supervisor that drive results of Reflections Holidays.</p> <ol style="list-style-type: none"> 1. Skilled Associate – Apply skills and knowledge to create work products or implement work processes. 2. Engaged Associate - Provides service directly to internal or external customers. 3. Customer Service Provider - Works cooperatively with others to accomplish group goals; takes accountability for and commits time and effort to achieve work goals. 4. Process Assurance – Ensure that others follow processes and procedures; responds quickly to correct process problems. 		
COMPETENCIES	<p>Interpersonal Effectiveness</p> <p>Building Customer Loyalty – Meet and exceed internal or external customer expectations while cultivating relationships that secure commitment and trust.</p> <p>Building Partnerships – Develop and leverage relationships within and across work groups to achieve results.</p> <p>Collaborating – Work cooperatively with others to help a team or work group achieve its goals.</p> <p>Earning Trust - Gain others' confidence by acting with integrity and following through on commitments while disclosing own positions; treat others and their ideas with respect and supporting them in the face of challenges.</p> <p>Valuing Differences - Work effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds; seek out and uses unique abilities, insights, and ideas from diverse individuals.</p>		

Influencing – Use effective involvement and persuasion strategies to gain acceptance of ideas and commitment to actions that support specific work outcomes.

Personal Effectiveness

Energy – Consistently maintain a high levels of activity or productivity; operating with vigor, effectiveness, and determination over extended periods of time.

Initiating Action - Take prompt action to accomplish work goals; taking action to achieve results beyond what is required; being proactive.

Quality Orientation - Accomplish tasks by considering all areas involved, no matter how detailed; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

Work Standards – Set high standards of performance for self and others; assume responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

Business and Management Skills

Continuous Improvement – Originate actions to improve existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions.

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.

Decision Making – Choose the best course of action by establishing clear decision criteria, generate and evaluate alternatives, and make timely decisions.

Managing Work - Effectively manage your time and resources to ensure that work is completed efficiently.

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.

Safety Focus – Identify and improve conditions that affect your own and others' safety; uphold safety standards.

Housekeeping

- Provide friendly, professional assistance to guests and visitors within the park.
- Deliver excellent customer service in all interactions.

KEY RESPONSIBILITIES

- Respond to guest requests promptly and escalate issues where required.
- Support a positive guest experience through high presentation standards across accommodation and shared facilities.
- Clean and prepare cabins to Reflections standards, ensuring they are guest-ready for check-in.
- Undertake full cleaning of kitchens, bathrooms, bedrooms and living areas, including vacuuming, mopping, dusting and sanitising surfaces.
- Clean exterior cabin areas such as decks, outdoor furniture and BBQs (where applicable).
- Complete linen changes, bed making and replenishment of guest amenities and consumables.
- Identify and report maintenance issues, damage or missing items within cabins.
- Clean and maintain amenities blocks including toilets, showers, laundries and communal areas.
- Ensure shared facilities are hygienic, well-presented and stocked at all times.
- Maintain housekeeping storage areas in a clean and organised condition.
- Replenish cabin stock including linen, toiletries and kitchen supplies.
- Undertake stocktakes and maintain accurate records of cabin inventory and housekeeping supplies.
- Report discrepancies, damaged items or low stock levels to management.
- Communicate effectively with Guest Services, Grounds & Maintenance, and other park team members regarding room status and operational priorities.
- Work collaboratively to meet daily turnaround times and occupancy demands.
- Any other duties as directed by management.

Leadership

- Supervise housekeeping staff and oversee daily work where required
- Ensure effective management and cleanliness of areas in control
- Ensure compliance with all mandatory and necessary legislative and regulatory requirements
- Implement programs for upgrades or maintenance
- Undertake continuous improvement of all procedures within area
- Handle any complaints by staff or guests and report or escalate as required
- Assist with rostering and timesheet approvals as required

WHS

	<ul style="list-style-type: none"> ▪ Follow Reflections Holidays WHS policies, procedures and safe work practices. ▪ Follow chemical handling procedures when using cleaning products. ▪ Identify hazards and take appropriate action to minimise safety risks. ▪ Ensure correct use of Personal Protective Equipment (PPE) and uniforms at all times. ▪ Report hazards, incidents or near misses promptly.
SELECTION CRITERIA	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Sound knowledge and understanding of Work Health and Safety regulations and safe work practices. ▪ Sound 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 ▪ Current Drivers License ▪ Previous experience in same or similar role ▪ Experience in tourism and hospitality ▪ Experience in chemical handling <p>Desirable:</p> <ul style="list-style-type: none"> ▪ First Aid certificate
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. 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	<p>We deliver on our promises – we are all as good as our word. We are solutions focused.</p>
MAKE A DIFFERENCE	<p>In partnership with others, we achieve better outcomes. We believe everyone can make a difference in the lives of people, places, and our planet.</p>
CARE DEEPLY	<p>We are genuine and demonstrate care for our customer, our communities, our people, and our world. We deliver to a high standard.</p>

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: