

Position Description

POSITION	Guest Services Supervisor		
REPORTS TO	Park Manager	DIRECT REPORTS	Nil
KEY STAKEHOLDERS	Internal: ▪ Park employees ▪ Regional Managers ▪ Base Camp employees External: ▪ Suppliers ▪ Contractors ▪ Community members ▪ Park guests & residents		
PURPOSE	To provide support to the Park Manager by ensuring excellent guest experiences, supervising guest services and housekeeping team members while representing Reflections in a positive manner.		
BUSINESS DRIVERS	<i>The key inputs and activities of a Guest Services Supervisor that drive results of Reflections Holidays.</i> 1. Customer Service Provider – Provides service directly to internal or external customers. 2. Skilled Associate – Applies skilled trade knowledge to create work products or implement work processes. 3. Process Assurance – Ensure that others follow processes and procedures; responds quickly to correct process problems. 4. Scheduler and Planner – Plans and schedules other individuals or resources to meet requirements.		
COMPETENCIES	Interpersonal Effectiveness Building Customer Loyalty – Meet and exceed internal or external customer expectations while cultivating relationships that secure commitment and trust. Building Partnerships – Develop and leverage relationships within and across work groups to achieve results. Collaborating – Work cooperatively with others to help a team or work group achieve its goals. 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.
KEY RESPONSIBILITIES	Guest Services ▪ Actively build rapport with guests to understand their needs and tailor service interactions that foster loyalty and repeat visitation ▪ Identify opportunities to enhance the guest journey and escalate improvement suggestions to supervisors ▪ Proactively resolve issues to ensure a positive outcome, using sound judgment and decision-making ▪ Support and participate in guest engagement programs, on-park activities, and experience initiatives that enhance guest satisfaction ▪ Work collaboratively with park teams, including maintenance, housekeeping, and management, to ensure seamless guest service delivery ▪ Participate in team meetings and contribute ideas to improve

processes, safety, and guest experience

- Support colleagues during high-demand periods by flexibly assisting across functions when required
- Identify and promote relevant park offerings, upgrades, and experiences that add value to guests
- Provide accurate information and recommendations that encourage bookings and optimise revenue
- Monitor booking patterns and contributing to occupancy maximisation strategies
- Drive in-park retail initiatives
- Ensure all reservations, payments, and guest records are processed accurately and aligned with organisational procedures
- Maintain an organised work environment by following established filing, stock control, and office management processes
- Complete reporting tasks, daily reconciliation, and administrative tasks required by managers
- Provide inclusive and respectful service to guests and colleagues from diverse backgrounds
- Responsible for the opening and closing of office and kiosk/store
- Manage the day to day financial transactions including reconciliation and banking of monies
- Receiving and dispensing of monies via computerised point of sale register
- Coordination and assistance of stock levels, fuel sales and food preparation
- Completing invoicing and stock take including kiosk, store, cabin, office and cleaning equipment and chemicals
- Raise purchase orders to prescribed limits with approved suppliers under delegation
- Assist with housekeeping duties such as linen changes, cleaning of cabins and amenities, replenish stock
- Oversee the laundry area and associated tasks
- Ensure operational procedures are followed
- Any other reasonable duties as directed by management

Leadership

- Supervise guest services and 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 for Grounds Workers as required ▪ Undertake on-call duties including providing after hours support and responding to after-hours enquiries where required ▪ Manage and balance financial transactions and budgets in line with company policy
	WHS ▪ Ensure compliance with all mandatory and necessary legislative and regulatory requirements ▪ Follow work health and safety procedures ▪ Identify hazards, assess and control safety risks ▪ Manage team WHS responsibilities including toolbox talks, communications, WHS incidents and injured workers return to work
SELECTION CRITERIA	Essential: ▪ Experience in customer service, administration / front office reception and cash handling ▪ Capability in creating and ensuring a positive customer experience ▪ Ability to demonstrate a high level of accuracy ▪ Ability to work productively and independently ▪ Sound knowledge and understanding Work Health and Safety legislation ▪ Current drivers license Desirable: ▪ Experience in a supervisory position with the ability to effectively lead and supervise a team ▪ First Aid certificate ▪ Experience in tourism or hospitality
REFLECTIONS HOLIDAYS VALUES	<i>How our company values apply to all employees</i>
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:	