

Position Description

POSITION	Guest Services & Kiosk Supervisor - Eden		
REPORTS TO	Park Manager	DIRECT REPORTS	Guest Services Officers Kiosk Workers
KEY STAKEHOLDERS	Internal: ▪ Park employees ▪ Regional managers ▪ Reflections Holidays employees External: ▪ Suppliers ▪ Contractors ▪ Customers ▪ Park guests /residents/holiday van owners		
PURPOSE	The Guest Services & Kiosk Supervisor leads the day-to-day delivery of guest services, kiosk, and housekeeping activities at Eden, ensuring consistently positive guest and community experiences, safe and efficient operations, and strong commercial performance. The role provides frontline leadership and operational continuity, enabling the Park Manager to focus on broader park, regional and commercial priorities.		
BUSINESS DRIVERS	<i>The key inputs and activities of a Guest Services & Kiosk Supervisor that drive results of Reflections Holidays.</i> 1. Brand Advocate – Ensures that actions and decisions regarding products and brand enhance the organisation's reputation in the marketplace. 2. Customer Service Manager (Non-Sales) – Leads and coordinates the delivery of services to customers; builds long-term partnerships with customers 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. Collaborating – Work cooperatively with others to help a team or work group achieve its goals. Earning Trust – Gaining others' confidence by acting with integrity and following through on commitments while disclosing own positions; treating others and their ideas with respect and supporting them in the face of challenges.		

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

Interpersonal 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.

Execution - Ensuring others contribute to organisation strategies by focusing them on the most critical priorities, measuring progress, and ensuring accountability against those metrics.

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

Leadership and team supervision

- Coordinate and supervise the daily work of guest services, kiosk and housekeeping employees, setting clear priorities and service standards.
- Support recruitment, onboarding, rostering and training to maintain appropriate coverage in line with occupancy, kiosk trade and operational demand.
- Coach employees, provide timely feedback and address performance or conduct concerns in consultation with the Park Manager and People, Performance and Safety team.
- Lead by example, promoting collaboration, accountability, presentation standards and a positive team culture.
- Provide frontline leadership and operational continuity when the Park Manager is working across locations, on days off or on leave, within delegated authority.

Guest experience and front office operations

- Deliver high-quality customer service in person, in writing, and by telephone, including bookings, enquiries, reservations, cancellations, arrivals and departures.
- Respond to guest concerns and complaints promptly and respectfully, resolving matters within authority and escalating significant issues appropriately.
- Oversee the opening and closing of the office and kiosk, ensuring facilities are clean, presented well and ready for trade.
- Assist and direct guests and visitors throughout the park and support guest activities where required.
- Ensure operational procedures, service standards and grooming requirements are consistently followed.

Kiosk and commercial operations

- Lead the day-to-day operation of the Curralo Café and kiosk, including customer service, order accuracy, food preparation and safe food handling.
- Monitor stock levels, place or coordinate orders within delegation, complete stocktakes and maintain accurate invoicing and inventory records.
- Monitor sales, product mix, margins, waste and local demand; identify and recommend practical opportunities to improve revenue and performance.
- Maintain appropriate product availability and presentation while minimising spoilage, stock loss and waste.
- Oversee cash handling, point-of-sale transactions, reconciliations and banking in accordance with company procedures and delegated limits.
- Coordinate fuel sales where applicable.

Housekeeping and operational support

- Coordinate housekeeping priorities and standards, including cabins, amenities, linen, laundry and replenishment of supplies.
- Monitor stocks of cleaning equipment, chemicals, cabin and office supplies and ensure safe storage and use.

SELECTION CRITERIA

- Work collaboratively with the Grounds Supervisor and other park employees to respond to daily operational priorities, maintenance needs and guest impacts.
- Support the implementation of approved operational improvements, maintenance activities and park initiatives.

Safety compliance and administration

- Promote a safe workplace by following and reinforcing work health and safety procedures, identifying hazards, assessing risks and implementing controls within authority.
- Support toolbox talks, safety communications, incident reporting and return-to-work requirements in consultation with the Park Manager.
- Ensure food safety, hygiene, licensing and other relevant legislative, regulatory and company requirements are met across assigned areas.
- Maintain accurate operational, financial, stock, roster and compliance records.
- Participate in an on-call roster, providing after-hours support and responding to enquiries or incidents as required.
- Undertake other reasonable duties as directed by management.

Essential:

- Current Driver Licence (desirably the ability to drive a manual car)
- Food Safety certificate
- Experience in food handling and preparation
- Experience in cleaning and stock control
- Experience in customer service, administration / front office reception and cash handling
- Sound knowledge and understanding of relevant Work Health and Safety legislation
- Competent computer skills including the use of a point of sale register
- Ability to demonstrate a high level of accuracy
- Ability to work productively and independently
- Excellent customer service and communication skills
- Ability to manage time to meet priorities
- Ability to learn quickly, use initiative and adapt to changing work environments
- Experience in recruitment, rostering and supervising staff
- Complaint handling and conflict resolution experience

Desirable:

- Certificate III in Holiday Parks and Resorts or willingness to obtain
- Experience in hospitality
- First Aid certificate
- Experience in the organisation and running of children's activities, including arts and crafts and games
- 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:	