

Position Description

POSITION	Housekeeping Officer	
REPORTS TO	Housekeeping Supervisor	
DIRECT REPORTS	Nil	
CONTACTS	Internal: <ul style="list-style-type: none"> ▪ Park employees ▪ Regional Managers ▪ Trust employees 	External: <ul style="list-style-type: none"> ▪ Suppliers ▪ Contractors ▪ Customers ▪ Park guests
PURPOSE	To carry out carry out housekeeping duties within the park, provide excellent customer service and represent Reflections Holidays in a positive manner.	
KEY RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ 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 	
QUALIFICATIONS	<ul style="list-style-type: none"> ▪ Certificate III in Holiday Parks and Resorts ▪ First Aid certificate ▪ Current Driver Licence ▪ All other compliance training as required 	
EXPERIENCE	<ul style="list-style-type: none"> ▪ Experience in customer service ▪ Experience in housekeeping and/or cleaning ▪ Experience in stock control ▪ Experience in hospitality desirable 	
KNOWLEDGE	<ul style="list-style-type: none"> ▪ Sound knowledge and understanding of Work Health and Safety (WHS) regulations ▪ WHS issues and safe work practices 	

	<ul style="list-style-type: none"> ▪ Use and safe storage of cleaning equipment and chemicals ▪ Material Data Safety Sheet knowledge
<p>COMPETENCIES</p>	<ul style="list-style-type: none"> ▪ Participate in environmentally sustainable work practices ▪ Organise and complete daily work activities ▪ Clean premises and equipment ▪ Provide housekeeping services to guests ▪ Prepare rooms for guests ▪ Source and use information on the Holiday Park and Resort Industry ▪ Provide service to customers ▪ Show social and cultural sensitivity ▪ Identify hazards, assess and control safety risks
<p>CAPABILITY REQUIREMENTS</p>	<p>Business Leadership</p> <ul style="list-style-type: none"> ▪ Thinks Systemically – Recognises the complex interrelationships among business activities and understands the "big picture" of how decisions impact Reflections Holidays overall, business units, outcomes or processes. ▪ Analyses Information – Analyses and understands quantitative and qualitative data, including financial data, industry data, people metrics and survey results. ▪ Planning and structure – Sets up clear processes and structures for 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. ▪ Drives Results – 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. <p>People Leadership</p> <ul style="list-style-type: none"> ▪ No direct people leadership responsibilities <p>Interpersonal Characteristics</p> <ul style="list-style-type: none"> ▪ Collaborates – Willingly works with others across Reflections Holidays towards common goals, understands the responsibilities, activities and ways to develop business interrelationships. ▪ Influencing others – Effectively influences internal and external stakeholders, using data, logic and reasoning to drive the best outcomes for Reflections Holidays. ▪ Leverages Networks – Builds, maintains and leverages contacts both within and outside the organisation to gather critical information and influence key decisions.

SELECTION CRITERIA	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Certificate III in Holiday Parks and Resorts ▪ First aid certificate ▪ Current Driver Licence ▪ Experience in housekeeping and/or cleaning ▪ Experience in stock control ▪ Sound knowledge and understanding of Work Health and Safety regulations ▪ WHS issues and safe work practices ▪ Use and safe storage of cleaning equipment and chemicals ▪ Material Data Safety Sheet knowledge ▪ Ability to work productively and independently ▪ Excellent customer service skills ▪ Ability to manage time to meet priorities ▪ Ability to learn quickly, use initiative and adapt to changing work environments ▪ Ability to problem solve ▪ Ability to communicate with all levels of guests, including children <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience in hospitality
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: