

Position Description

POSITION	Guest Services Supervisor	
REPORTS TO	Park Manager	
DIRECT REPORTS	Guest Service Officer(s) and Housekeeping Officer(s)	
CONTACTS	Internal: <ul style="list-style-type: none"> ▪ Park employees ▪ Regional Managers ▪ Operations Managers ▪ Corporate Staff 	External: <ul style="list-style-type: none"> ▪ Suppliers ▪ Contractors ▪ Customers ▪ Park guests
PURPOSE	To manage guest services and housekeeping within the park, provide excellent customer service, supervise direct reports where required and represent NSWCHPLM t/a Reflections Holidays in a positive manner.	
KEY RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Supervise direct reports and oversee daily work where required ▪ Provide a high level of quality customer service including liaising with guests face to face and via telephone for bookings and enquiries including handling complaints by staff or guests ▪ Responsible for the opening and closing of office and kiosk/store ▪ Manage the day to day financial transactions including reconciliation and banking of monies ▪ Assist with guest reservations, cancellations, arrivals and departures ▪ Assist with general office duties and ensure the front office/kiosk and store is maintained in a clean and tidy state ▪ Raise purchase orders to prescribed limits with approved suppliers under delegation ▪ Manage and balance financial transactions and budgets in line with company policy ▪ 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 ▪ Assist with housekeeping duties such as linen changes, cleaning of cabins and amenities, replenish stock ▪ Oversee the laundry area and associated tasks ▪ Ensure compliance with all mandatory and necessary legislative and regulatory requirements ▪ Implement programs for any upgrades or maintenance ▪ Attract, retain, train and roster staff 	

	<ul style="list-style-type: none"> ▪ Manage team WHS responsibilities including toolbox talks, communications, WHS incidents and injured workers return to work ▪ Undertake continuous improvement of all procedures within area ▪ Ensure staff grooming standards are maintained ▪ Follow work health and safety procedures ▪ Undertake on-call duties including providing after hours support and responding to after hours enquiries where required ▪ Ensure operational procedures are followed ▪ Any other reasonable duties as directed by management
QUALIFICATIONS	<ul style="list-style-type: none"> ▪ Certificate IV in Holiday Parks and Resorts or willingness to obtain ▪ First Aid certificate ▪ Current Driver Licence ▪ Food Safety Supervisor certification ▪ WHS for Managers and Supervisors ▪ Return to Work for Managers and Supervisors ▪ All other compliance training as required
EXPERIENCE	<ul style="list-style-type: none"> ▪ Experience in customer service ▪ Experience in food handling and preparation ▪ Experience in housekeeping and/or cleaning, and stock control ▪ Experience in administration / front office reception and cash handling ▪ Experience in recruitment, rostering and supervising staff ▪ Complaint handling and conflict resolution experience ▪ Experience in hospitality desirable
KNOWLEDGE	<ul style="list-style-type: none"> ▪ Sound knowledge and understanding of Fair Work, Work Health and Safety regulations ▪ WHS issues and safe work practices ▪ Material Data Safety Sheet knowledge, use and safe storage of cleaning equipment and chemicals
COMPETENCIES	<ul style="list-style-type: none"> ▪ 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 ▪ Ability to problem solve
CAPABILITY REQUIREMENTS	<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.

	<ul style="list-style-type: none"> ▪ 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"> ▪ Coaches for performance – Provides clear and consistent feedback, encouragement and developmental guidance, and corrects individuals' performance based on clearly communicated objectives. ▪ Inspires others – Encourages a team spirit of common effort, positive energy and results, and motivates others to perform their best. ▪ Fosters Learning – Creates an environment that supports the development of existing talent and efficient training of new colleagues. ▪ Builds relationships – Establishes open and trusting relationships, treating all individuals fairly and with respect, developing a climate where individuals are committed to sharing information. <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.
<p>SELECTION CRITERIA</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Certificate IV in Holiday Parks and Resorts or willingness to obtain • First Aid certificate • Current Driver Licence • Food Safety Supervisor certification • Experience in food handling and preparation • Experience in administration/front office reception and cash handling • Experience in housekeeping and/or cleaning, stock control • Experience in recruitment, rostering and supervising staff • Complaint handling and conflict resolution experience with the ability to problem solve

	<ul style="list-style-type: none"> • Sound knowledge and understanding of Fair Work, Work Health and Safety regulations and safe work practices • Material Data Safety Sheet knowledge, use and safe storage of cleaning equipment and chemicals • Excellent customer service and communication skills • Ability to learn quickly, use initiative and adapt to changing work environments <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in hospitality • WHS for Managers and Supervisors • Return to Work for Managers and Supervisors
REFLECTIONS HOLIDAYS VALUES	<i>How our company values apply to all employees</i>
GROW TOGETHER	<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>
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.</p> <p>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:	
<p>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.</p>	
SIGNATURE:	
DATE:	