

Position Description



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position title:	Caravan Park Attendant
Classification:	Level 1
Status:	Casual
Location:	Various locations along the Great Ocean Road.
Approved:	Accommodation Services Manager – September 2023

The Great Ocean Road Coast and Parks Authority (the Authority) was established on 1 December 2020 to deliver better protection and management of the iconic coast and parks of Victoria's Great Ocean Road.

In partnership with Traditional Owners, our role is to manage, protect, rehabilitate and foster resilience of the natural, cultural and heritage values of coastal Crown land and marine waters along the Great Ocean Road.

As a public land manager for the Great Ocean Road coast and parks, we manage a wide variety of public land from National Parks to coastal beaches to town foreshores. We also lead visitation policy and planning for the scenic landscapes along the Great Ocean Road to manage visitation and provide a great visitor experience.

All revenue raised through our commercial endeavours is reinvested into the coast to ensure the Great Ocean Road region can be enjoyed now and for generations to come.

About the Caravan Park Team

Our eight self-managed caravan parks generate the majority of Authority revenue. We are the single largest accommodation provider on the Great Ocean Road with over 750,000 visitor nights annually. Situated adjacent to some of the most spectacular beaches on the coast, our caravan parks offer a range of accommodation options for families, tourists, students and visitors.

Our Caravan Parks Team currently manages the following parks along the Great Ocean Road:

- Anglesea Family Caravan Park
- Apollo Bay Recreation Reserve
- Kennett River Family Caravan Park
- Lorne Foreshore Caravan Park
- Marengo Family Caravan Park
- Skenes Creek Foreshore Caravan Park
- Torquay Foreshore Caravan Park
- Wye River Beachfront Campground.

Purpose of the position

The **Caravan Park Attendant** is accountable for assisting with the day-to-day front-of-house reception, cleaning and grounds maintenance duties of the Caravan Park. The Caravan Park Attendant is an all-rounder role that aims for:

- Excellent service and customer satisfaction including customer needs and guest requirements.
- The park grounds to be kept to a high presentation and safety standard.
- The public and caravan park amenities, cabins and other facilities, are maintained in a clean, tidy and useable condition.
- Basic building maintenance functions are completed from time to time to ensure public safety and functional operation

Primary responsibilities

- Face to face customer liaison at the Parks including provision of information, dealing with customer complaints, handling cash monies, receiving maintenance requests and other customer interactions as may be required
- Dealing with customer correspondence and enquiry via email and phone
- Receiving and making booking reservations using the Rooms Management System (RMS) software system - via phone, email, on-line and in person
- Advising management of customer issues as soon as able and in the format directed by the Park Managers to ensure an efficient and timely transfer of information
- Provision of a friendly, efficient and empathetic customer service 'face' to the customer.
- Performing a range of grounds care duties such as weeding, spraying, pruning, mowing, mulching, sawing, lopping, raking, fertilizing, irrigation management, and other associated land care processes on caravan park sites
- Performing a range of general maintenance duties such as minor carpentry repairs, painting, handyman style repairs requiring use of power tools and other general equipment in cabins, communal ablution blocks, kitchens, office buildings, fences and other items and equipment within the caravan parks

- Performing a range of duties to ensure the amenity and appearance of the caravan park is maintained on an on-going basis such as removal of hard rubbish, emptying general rubbish bins, removal of debris and rubbish around caravans and caravan sites, removal of fallen branches, leaves and other items from the grounds of the caravan park
- Performing a range of cleaning duties such as sweeping, mopping, dusting, vacuuming, scrubbing, laundering, making beds, washing dishes, emptying bins, handling rubbish and other general duties in the act of cleaning cabins, communal ablution blocks, kitchens, office buildings and other general buildings and structures on caravan park sites
- Handling of stock including rotation of stock, lifting of boxes, linen and other items.

Key selection criteria

Qualifications and experience:

- First Aid certificate.
- Experience in safe manual handling techniques and use of chemicals.
- RMS booking software experience

Knowledge and skills

- Practical administrative skills and customer service experience in a hospitality or retail environment involving front of house duties.
- Practical grounds skills developed in an environment involving care and maintenance of large scale broad acreage grounds spaces
- Practical maintenance skills developed in an environment involving a range of general repair and handyman activities
- Practical cleaning skills developed in a health, hospitality or aged care environment involving a range of cleaning duties
- Excellent oral and written communication skills, including an ability to communicate with people across a broad range of backgrounds.
- Demonstrated ability to work as part of a team.
- Proactive approach to problem solving.
- Good time management and organisational skills.

Terms and conditions of employment

Appointment to this position is subject to the successful applicant being able to:

- Provide a National Police Check Certificate
- Obtain a Working with Children Certificate
- Provide evidence of Australian Work Rights
- Hold a current Australian Driver's Licence.

Special Characteristics

Standard hours of work are between 8:00am and 8:00pm in the office area.

- The caravan park operates 365 days a year and rosters will include working during school holidays and include weekend work and working on Public Holidays.
- Whilst the employee will generally work in one location, they may be required to work in any location for short periods of time to cover absences of other personnel.

Organisational relationships

Reports to: Caravan Park General Manager

Duty Managers

Direct reports: Nil.

Internal liaisons: All Great Ocean Road Coast and Parks Authority departments

External liaisons: Community, agencies and government stakeholders.

Caravan Park visitors and guests