

Position Description



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position title:	Caravan Park Ranger
Classification:	Level 3
Status:	Casual
Location:	Torquay
Approved:	Accommodation Services Manager – October 2024

About the Great Ocean Road Coast and Parks Authority

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 Accommodation Services Team

Our ten self-managed Caravan Parks and Cape Otway LightStation generate the majority of the Authority's revenue. We are the single largest accommodation provider on the Great Ocean Road with over 800,000 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 Accommodation Services 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.
- Princetown Recreation Reserve
- Port Campbell Recreation Reserve

Purpose of the position

The **Caravan Park Ranger** is accountable for ensuring the park grounds are kept to a high presentation and safety standard.

Primary responsibilities

The Caravan Park Ranger position is responsible for assisting with the day-to-day management of the grounds (lawns, gardens, trees and terrain) of the Caravan Parks as well as assisting in the provision of general maintenance activities (minor repairs, painting, removal of debris, etc) of structures, cabins, equipment and other items.

Key responsibilities of this position include:

- 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 cleaning and maintenance duties of the caravan park outdoor swimming pool and indoor spa area and surrounds.
- Face to face customer liaison at the Parks including the provision of information, dealing with customer complaints, receiving maintenance requests and other customer interactions as may be required
- 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

- Handling of stock including rotation of stock, lifting of boxes, linen and other items.

Key selection criteria

Qualifications and experience:

- Certificate III in Horticulture/Land Management or similar field or trade qualification in carpentry or a similar field (preferable)
- Chainsaw qualifications
- First Aid certificate.

Knowledge and skills

- 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
- Ability to communicate with people across a broad range of backgrounds
- Demonstrated ability to work as part of a team
- A proactive approach to problem-solving
- Excellent time management and organisational skills
- Experience in safe manual handling techniques and use of chemicals (preferred).

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.

The role requires occasional weekend availability on a rotating roster (Public Holidays where applicable), including on-call availability in response to emergencies within the Caravan Park. The role requires regular physical work in an outdoor environment.

Organisational relationships

Reports to: Caravan Park General Manager

Direct reports: Nil

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

External liaisons: Community, agencies and government stakeholders.