

Position Description



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

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| Position title: | Caravan Park Ranger |
| Classification: | Level 2 |
| Status: | Full time, ongoing |
| Location: | Various locations along the Great Ocean Road |
| 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 'hot spots' and provide a great visitor experience.

All revenue raised through our commercial endeavours is reinvested back 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 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 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.
- 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 amenities and appearance of the caravan parks are 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 swimming pool and spa area and surrounds, site dependent.
- Engaging in face-to-face customer liaisons at the Parks including the provision of information, dealing with customer complaints, receiving maintenance requests and other customer interactions.
- Advising management of customer issues as soon as able and in the format directed by management to ensure an efficient and timely transfer of information.

- Handling of stock including rotation of stock, lifting of boxes, linen and other items.
- Comply with Occupational Health and Safety policies and procedures, identifying potential risks and reporting any hazards, accidents, incidents and near misses.

Key selection criteria

Qualifications and experience:

- Certificate III in Horticulture or trade qualification in carpentry or in a similar field (preferred).
- Practical grounds experience developed in an environment involving care and maintenance of large-scale broad acreage grounds spaces.
- Experience in safe manual handling techniques and use of chemicals.
- Chainsaw qualifications.
- Current First Aid certificate.

Knowledge and skills

- 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.
- Proactive approach to problem-solving.
- Good time management and organisational skills.
- Knowledge of occupational health and safety processes and procedures.

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
- Evidence of Australian Citizenship or Permanent Residency
- Hold a current Australian Driver's Licence.

Special Characteristics

- Standard hours of work are:

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| From 1 September to 1 March: | 6:00am to 7:00pm |
| From 2 March to 31 August: | 7:00am to 6:00pm |
- The caravan parks operate 365 days a year and rosters will include working during school holidays and can include weekend work and working on Public Holidays.
- This position may require the employee to work between all parks managed by the Authority.
- This position may be required to be on call at times and manage the night phone.

Organisational relationships

Reports to: Caravan Park Management

Direct reports: Nil

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

External liaisons: Community, agency and government stakeholders
Contractors and suppliers