

Position Description



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position title:	Lightstation Attendant
Classification:	Level 2
Status:	Full-Time
Location:	Cape Otway, Victoria
Approved:	Accommodation Services Manager – November 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 coastal Caravan Parks and Cape Otway Lightstation generate the majority of the Authority 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, we offer a range of accommodation options for families, tourists, students and visitors. Our Team currently manages the following accommodation service along the Great Ocean Road:

- Anglesea Family Caravan Park
- Apollo Bay Recreation Reserve

- Cape Otway Lightstation
- Kennett River Family Caravan Park
- Lorne Foreshore Caravan Park
- Marengo Family Caravan Park
- Port Campbell Recreation Reserve
- Princetown Recreation Reserve
- Skenes Creek Foreshore Caravan Park
- Torquay Foreshore Caravan Park
- Wye River Beachfront Campground.

Purpose of the position

The **Lightstation Attendant** is an allrounder at our Lightstation in Cape Otway. This position assists in fulfilling several roles, including those of:

- Housekeepers: responsible for cleaning and maintaining the public and site amenities, accommodation, and other facilities as directed to a high standard. This may also require undertaking basic building maintenance functions from time to time to ensure public safety and functional operation, as directed.
- Ticketing Sales Assistants: acting as the first point of contact to the Lightstation site. This involves being accountable for providing excellent customer service and satisfaction, ensuring customer needs and requirements are satisfactorily met
- Café Assistants: performing a variety of duties in the site cafe to ensure an excellent customer experience.

Primary responsibilities

The position is responsible for day-to-day cleaning duties, ticketing sales and customer service, and café duties, at the Cape Otway Lightstation precinct.

Key responsibilities of the position include:

- Perform a range of duties including coffee/tea making, waiting tables, clearing tables, washing dishes, serving customers, operating cash register, EFTPOS machine and cash handling
- Perform 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 guest accommodation, communal ablution blocks, café, offices and other general buildings and structures on site
- Ticket sales, retail sales, co-ordinating group tour arrivals and assisting in staff communications.
- Carry out opening and closing procedures
- Meet, greet, and engage all visitors across the Lightstation site
- Ensure the safe movement of visitors into and off site, monitoring gate and carpark areas

- Monitor the accommodation calendar and update housekeeping staff accordingly
- Complete check in and out procedures for accommodation guests, including providing keys and directions
- Answer telephone enquiries in the absence of management
- Face to face customer liaison at the site including the provision of information, dealing with customer complaints, receiving maintenance requests and other customer interactions as may be required
- Ensure high levels of cleanliness and hygiene standards are always met in all areas of the Lightstation including staff amenities
- Ensure checklists and schedules are completed as required
- Ensure stock levels and storage areas are always maintained including linen and cleaning supplies, and restock merchandise and products as required
- Comply with the Authority's Occupational Health and Safety (OHS) policies and procedures.
- Identify potential risks and report any hazards, accidents, incidents or near misses to Management
- Ensure site security is maintained and report any suspicious activities to Management
- Maintain a friendly, positive, professional, and cooperative manner at all times when interacting with the public
- Work to achieve highly cohesive working relationships and a friendly and positive working environment with other members of staff and stakeholders
- Assist with any promotional activity as required
- Provide feedback and suggestions to Management on visitor experiences and improvements.
- Participate in regular staff meetings
- Update and maintain knowledge of the Lightstation history and relevant topics of interest along with public site activities through training sessions and staff outings as required, to ensure accurate information is given to the public on the site and surrounding area
- Support other staff with their duties in relation to the operation of the Lightstation as directed.

Key selection criteria

Qualifications and experience:

- Relevant experience in Tourism or Hospitality sector.
- Proven experience in providing excellent customer service.
- Practical cleaning experience involving a range of cleaning duties.
- Experience in safe manual handling techniques and use of chemicals.
- Current First Aid Certificate.
- Barista/Coffee Making skills and experience.
- Food handling certificate.

- Responsible Service of Alcohol certificate (desirable).

Knowledge and skills

- Ability to communicate with people across a broad range of backgrounds in a friendly and approachable manner
- A proactive approach to problem solving
- Good time management and organisational skills
- Ability to be flexible at work and be part of a highly committed and vibrant team.
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- Food preparation and barista skills
- Ability to work autonomously with integrity and efficiency.

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.

Organisational relationships

Reports to: Tourism Operations Coordinator

Direct reports: Nil.

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

External liaisons: Community, agencies and government stakeholders.