

# Position Description



**GREAT OCEAN ROAD**  
COAST & PARKS AUTHORITY

<b>Position title:</b>	Senior Customer Service Officer
<b>Classification:</b>	Level 3
<b>Status:</b>	Permanent, Full-Time.
<b>Location:</b>	Various locations along the Great Ocean Road.
<b>Approved:</b>	Accommodation Services Manager – March 2025.

## 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 Caravan Parks

Our ten self-managed caravan parks and Cape Otway Lightstation generate the majority of 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, 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.
- Princetown Recreation Reserve.
- Port Campbell Recreation Reserve.
- Skenes Creek Foreshore Caravan Park.
- Torquay Foreshore Caravan Park.
- Wye River Beachfront Campground.

### **Purpose of the position**

The **Senior Customer Service Officer** is accountable for the excellent service and customer satisfaction including meeting customer needs and guest requirements. Providing clerical support to the park management team.

### **Primary responsibilities**

The **Senior Customer Service Officer** is responsible to assist with the day-to-day front-of-house reception duties of the Caravan Park.

Key responsibilities of this position include:

- Receiving and making booking reservations using the Rooms Management System (RMS) software system - via phone, email, on-line and in person.
- Dealing with customer correspondence and enquiries via email and phone.
- Provision of a friendly, efficient, and empathetic customer service including provision of information, dealing with customer complaints, receiving maintenance requests and other customer interactions as may be required.
- Providing Park management with administrative assistance as 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.
- Assisting other employees by providing guidance, advice and training on routine procedural or administrative tasks.
- Handling cash transactions and report preparation for daily banking.
- Handling cash sales for kiosk items, souvenirs, tour bookings or other types of transactions as may be required.

- Explains processes and policies relevant to the site location to guests and visitors.
- Adheres to occupational health and safety processes and the recording keeping of incidents and audits.

### **Key selection criteria**

#### **Qualifications and experience:**

- Trade certificate or diploma relevant to hospitality or tourism industry.
- Practical experience (hospitality or tourism environment) involving front of house reception duties in a similar position.
- RMS booking software experience.
- Team supervision experience (desirable).

#### **Knowledge and skills**

- Excellent oral and written communication skills, including an ability to communicate with people across a broad range of backgrounds.
- Demonstrated ability to work effectively both individually and as part of a small team.
- Proactive approach to problem solving.
- High level administration skills with effective time management and organisational skills.
- Knowledge of Occupational Health and Safety policy and procedures.

#### **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.

#### **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 Work Rights
- Hold a current Australian Driver's Licence.

**Organisational relationships**

<b>Reports to:</b>	Caravan Park Manager. Caravan Park Duty Managers.
<b>Direct reports:</b>	Nil.
<b>Internal liaisons:</b>	All Great Ocean Road Coast and Parks Authority directorates.
<b>External liaisons:</b>	Community, agency and government stakeholders. Contractors and suppliers. Park visitors and guests.

*Any queries regarding the position can be directed to Ryan Gapit, Lorne Caravan Park General Manager – [ryan.gapit@greatoceanroadauthority.vic.gov.au](mailto:ryan.gapit@greatoceanroadauthority.vic.gov.au)*