

## Position Description

<b>Position Title</b>	<b>Caravan Park Officer(s)</b>
Position Code	CORP061
Department	Corporate Services
Division	Corporate Business
Reports To	Manager Corporate Business
Direct Reports:	-
Position Classification	Operational Band 1 Level 4
Position Status	Fixed Term Contract (2 years)
Span of Hours	Monday to Friday
Roles available	2
Allowances	Overtime rates will apply for nominated work.

### SPECIAL CONDITIONS

Council requires two people to perform this role, based on:

- **Caravan Park Officer (Full Time Contract)**  
Council staff Full Time, Mon-Fri: 8am - 5pm 9-Day fortnight with 1 rostered day off (RDO)

*Remuneration Package:* The successful incumbent will have onsite accommodation on a full-time basis which is included in Total Remuneration Package up to amount advertised.

- **Caravan Park Officer (Part Time Contract)**  
Council staff Part Time: Mon-Fri: 5pm – 7pm.

This position description describes the functions to be provided by the Caravan Park Officers, however depending on the specific skills of the incumbent the tasks may be allocated to different individuals based on experience across the various areas such as room & facility management and ground maintenance functions, reservations, financial management and inventory & supplies functions.

These positions may also be required to participate in out of hours work as required. On these occasions, the incumbent will be paid in accordance with the Local Government State Award.

### REPORTING STRUCTURE OF POSITION



Caravan Park Officer (Full Time)	Caravan Park Officer (Part Time)
-------------------------------------	-------------------------------------

## PRIMARY PURPOSE OF THE POSITION

The Caravan Park Officer will manage daily operations at the Apex Riverside Tourist Park, ensuring smooth operations and excellent guest service. Responsibilities include handling reservations, check-ins/check-outs, overseeing facilities and maintenance (including groundskeeping and minor handyman tasks), and using the RMS system for bookings, payments, and guest information. The role also involves maintaining cleanliness of rooms, amenities, and the Park's overall upkeep.

<i>Areas of Delivery</i>	<i>Est. % of time spent</i>
<i>Guest Service &amp; Administration: Managing reservations, check-ins/check-outs, and using the RMS system for bookings, payments, and guest information.</i>	10%
<i>Facility Maintenance: Overseeing the upkeep of park facilities, including groundskeeping and minor maintenance tasks.</i>	40%
<i>Park Operations: Ensuring the day-to-day smooth operation of the park and maintaining cleanliness and amenities.</i>	40%
<i>Customer Service: Delivering exceptional service to guests throughout their stay.</i>	10%

## POSITION RESPONSIBILITIES

### Customer experience: Guest Enquiries & Communication

- Respond to guest queries through phone, email, and in person.
- Address and resolve guest complaints.
- Maintains a well-presented administration area and keep park maps, brochures, and other guest materials in stock.

### Reservation Management

- Manage reservations, verify guest details, process payments, issue receipts, and handle refunds.
- Check guests in using RMS system and ensure keys, gate fobs, and park information are ready.
- Check guests out using RMS system, conduct a final room inspection, and ensure all accounts are settled.

### Room & Facility Management

- Monitor room availability and cleanliness, coordinate cleans and manage maintenance to ensure high standards of cleanliness and maintenance.
- Ensure cabins and motel rooms are cleaned and reset prior to each new reservation, ideally within 1 day or by end of the day following the previous occupant's departure.
- Ensure cabin linen, towels, blankets etc is cleaned and available to visitors in a timely manner.

- Monitor maintenance and repair requests, coordinating with service providers to ensure timely resolution of issues and proper equipment servicing.

### **Financial Management**

- Track and manage financial transactions, including processing payments, issuing receipts, and reconciling cash and card transactions.
- Follow up with guests prior to arrival to ensure payments are made or will be made on arrival. No keys, gate fobs, or access will be provided until full payment has been received.

### **Ground Maintenance**

- Maintain the Park amenities, grounds and facilities in a clean and tidy condition.
- Ensure lawns are mowed and surrounds maintained on a regular basis to enhance Park presentation.
- Operate groundskeeping and handyman type small plant, tools and equipment as required.
- Conduct daily pool checks, ensuring safe water levels and maintaining cleanliness in the pool area.
- Notify any maintenance or repairs required to the Manager Corporate Business for cabins, buildings, caravan sites and grounds and ensure works are completed in a timely matter.

### **Inventory & Supplies**

- Oversee inventory control and conduct regular stocktakes.
- Place linen orders via the online linen service platform.
- Order cleaning supplies and guest essentials (consumables) for amenities blocks, cabins, motels, family room and camp kitchen.

### **Reporting & Monitoring**

- Generate reports on the Park's progress and operational status.

### **Other**

- Implement and maintain the Operations Manual for the Park which includes policies and procedures for quality control, operational task, safety and risk protocols including reporting mechanisms and communication strategies;
- Onboard new personnel and ensure that all new personnel are fully trained in customer service standards and operational task as well as ensuring they are aware of their obligations in line with the Operation Manual.
- Act as first aid officer for the Park and hold First Aid certification.
- Undertake other duties as required by Council within the scope of the persons capabilities, knowledge and experience.

### **Organisation – Operations**






- Ensure compliance with the WHS Act 2011 and its regulations, including:

- Report any injury, damage, unsafe condition or hazard to the immediate supervisor, or an appropriate person;
  - Wear protective clothing or equipment in the manner intended (if required);
  - Take reasonable care for the health and safety of all persons who are at their place of work;
  - Ensure that all employees and contractors under their direction or control receive adequate instruction for the safe and efficient performance of their duties;
  - Correct unsafe and/or unhealthy practices or conditions in areas under the control of the position to the full extent of the position's authority or refer to relevant Supervisor, Manager, or Manager People and Strategy;
  - Cooperate with the supervisor in the measures taken to ensure Work Health and Safety;
  - Undertake prompt and direct reporting of all WHS related matters through Council's online system or via phone call to Supervisor within reporting timelines.
- Participate fully in prompt investigation of all serious or potentially serious accidents which result in, or could have resulted in either injury to persons or damage to property, or human resource implications so that remedial action may be affected promptly;
  - Work cooperatively in a team environment and provide support and/or technical advice as required across other areas of Council;
  - Assess and improve work practices and procedures on a continuous basis to achieve Council's goals;
  - Comply with all Council's policies and procedures and Code of Conduct;
  - Complete other duties as directed by the nominated Supervisor;
  - Undertake other relevant duties as directed which are consistent with the employee's skill, competence and training.

## KEY RELATIONSHIPS

Who	Why
Internal	
Manager Corporate Business	Supervisor – Direction, guidance and support
Corporate Business Property Team	Colleagues – guidance and support
Council Staff	Colleagues – guidance and support
External	
APEX Tourist Park guests	Key stakeholders and customers of the facility
Business Community, Community Members,	To support and provide assistance and guidance in the promotion of Forbes and the shire
Regional Stakeholders	In the promotion of Forbes and the shire and in the promotion of regional ventures

## POSITION CAPABILITIES

LGNSW Capability Framework		
Capability Group	Capability Name	Level Required
 Personal Attributes	Manages Self	Advanced
	Displays Resilience and Adaptability	Adept
	Act with Integrity	Adept
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Advanced
	Works Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Plan and prioritise	Adept
	Think and solve problems	Adept
	Create and Innovate	Adept
	Deliver Results	Adept
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 Workforce Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Adept



## **PERSON SPECIFICATION**

### **Essential**

- Demonstrated high level customer service and communication skills.
- Demonstrated experience in the operation and maintenance of small plant and equipment.
- Ability to work with minimum supervision using judgment and initiative.
- Strong organisational and time-management skills.
- Attention to detail and problem-solving skills.
- Demonstrated understanding of Work Health and Safety and Risk Management as well as undertake the necessary responsibilities as a worker.
- Computer literacy.
- C-Class Drivers Licence.
- General Construction Induction Card (or equivalent) or ability to obtain.

### **Desirable**

- Demonstrated experience in the oversight of a tourist-based facility, ideally a caravan park.
- Ability to handle financial transactions and reconcile accounts.
- Knowledge of pool maintenance and general facility management.
- First Aid Certification.

### **Experience**

- Minimum 2 years' experience in a customer service, administration, retail, tourism and/ or marketing related industry;

### **Authority and Accountability**

- Worker level responsibilities in regard to WHS legislation;
- Financial delegation as per Council's delegation register

## **EQUIPMENT REQUIRED FOR THE POSITION**

- Nil

## ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviors are expected at Forbes Shire Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Forbes Shire Council from time to time as necessary.

Employee's Signature:

Date:

## HR USE ONLY

Does this position require a Working with Children Check?	Yes / No
Does this position require the incumbent to undergo a criminal reference check	Yes / No
Does this position have a Financial Delegation	Yes / No Level:
Does this position require the incumbent to possess a specific license or qualification	Yes / No