

<b>Position Title:</b>	<b>General hand</b>
<b>Location:</b>	Lake Hawea Holiday Park
<b>Hours:</b>	<b>30 + hours Summer</b> <b>10+ hours winter</b>
<b>Term:</b>	
<b>Date of Construction:</b>	06/09/2016

### Key Relationships

<b>Reports To:</b>	Manager
<b>Supervises:</b>	

### Purpose of Job

The purpose of this job to have someone who can keep the grounds and facilities clean and tidy as well as general maintenance of the buildings and plant. Another purpose is to have someone that can also help with guest services whether it be booking them in, hiring them a bike or filling a hot tub.

You will be working independently at times and also as a team. You will be responsible for the outside areas and will work closely with the Head House keeper on any cleaning matters. Prior to Christmas you will be busy with preparing the park for the summer; mowing and irrigating to ensure the park is looking its best. During the busy summer season, you will need to be flexible as there will be a change in roles and hours such as helping with gate security as well as leading a young team to help with odd jobs and rubbish. With all hands on deck you will need to be organised, a good planner and be able to train people to be able to assist you.

The quieter months will allow you to keep on top of the maintenance and grounds ready for the next spring. You may also be required to help out while people are on leave.

This job will require effective operational efficiency and on-going care for all Holiday Park assets together with a commitment to abide by all applicable regulations eg Occupational Health & Safety.

### Competencies Required

- High level of organisation and time management skills
- Have good hygiene and good deportment
- Be able to physically be able to complete work
- Exceptional communication skills
- Friendly and enthusiastic manner with exceptional customer service skills
- Be able to use a computer
- Willingness to be accountable and accept responsibility
- Ability to organise, delegate and report

- Have great time management skills, be able to prioritise and ensure daily tasks are completed
- Great eye to detail
- Have a truly flexible attitude
- Good fun loving spirit that will add to the park environment
- Be Honest, reliable and trustworthy
- Ability to work in a team and independently
- Knowledge of the surrounding area
- Willingness to learn and extend and go with change

### **Education/Experience Preferable**

- Tourism/Hospitality Experience
- Exceptional Customer Service
- Office Experience an advantage
- Computer literate in Microsoft Office products
- First Aid Certification
- Experience with Managing Staff
- Experience with OH&S
- Gardening/landscaping/mowing
- DIY, building, painting, repairs and maintenance
- Proven use of using and fixing machinery

### **Hours**

### **Job Roles and Tasks Involved**

#### **General**

- Report to Management daily
- Be responsible and accountable for OH&S in the grounds and maintenance area
- With the Manager hire casual grounds staff when required
- Plan for the seasons with the Manager

#### **Cleaning**

- Ensure all areas and buildings in the holiday park are always clean and attractive to guests and meet or exceed standards required by Holiday Park/Qualmark star rating.
- Be conversant with the use of cleaning products
- Ablution blocks are clean at the prescribed times and checked
- All public spaces are kept tidy eg reception entrance etc
- All storerooms, workrooms, sheds, garages are kept clean and well organised

#### **Maintenance of Grounds, Buildings & Equipment Compliance with Safety regulations**

- Maintain all buildings and structures so as to minimise repairs
- Safe use and maintenance of Lake Hawea Holiday Park Equipment
- Assist Guests with moving caravans and equipment when required
- Grounds are kept in a presentable state at all times (mowing of lawns, attending to gardens)
- All applicable safety regulations are strictly adhered to
- All rubbish is collected regularly and properly disposed of
- Be conversant with the use of garden and cleaning chemicals

## **Security**

- Ensure no unauthorised persons have access to the Holiday park resort office or any facility
- Security lighting is checked and turned on during night time hours
- Be vigilant to the security of guest property and ensure lost property is handled honestly and with care
- Gate security during the day during the busy summer period

## **Staff Training & Management**

- Provide adequate and appropriate training for staff (weed eater, push mower etc)
- Create and maintain good working relationships
- Effective staff supervision
- Attend regular staff meetings

## **Inventory**

- Ensure that all tools and plant are stored effectively
- Ensure adequate records of equipment, tools etc are maintained at all times

## **Planning and Reporting**

- Prepare comprehensive forward cleaning and maintenance plans for all units

## **Holiday Park/Resort Guest Experience**

- Inform guests and visitors about the available services in the Lake Hawea Holiday Park
- Effective handling of verbal comments and complaints
- Manage an effective lost property service

## **Reception:**

- Front office Reception
- Must be able to follow the operation procedures for serving guests and making bookings
- Maintain a high standard of personal presentation
- Processing telephone & email enquiries
- Handle guest reservations and enquiries
- Attend guest arrivals and departures
- Advise and sell local attractions
- Be proficient at using the computer reservation system (training provided)
- Calculate and collect Guests accounts accurately
- Assist with events and functions and marketing
- Laundry and Housekeeping duties

## **Conditions of Employment:**

You will be paid for hours worked. Accurate **timesheets** must be kept accordingly. Regular breaks must be taken in accordance with your employment agreement. Any overtime is to be approved by the owners prior to it been taken. Overtime is to be accrued during the busy summer periods and used during the quieter periods (winter months) – Flexi time.

**Physical and Social Environment:**

The role is predominantly based outdoors. However, there will be times when you will be working inside in the office and cleaning inside

I acknowledge that I have read and understood the requirements of this job description and accept that this may not be a complete list of duties and may be subject to change at any stage.

Signed by Employee

Date: