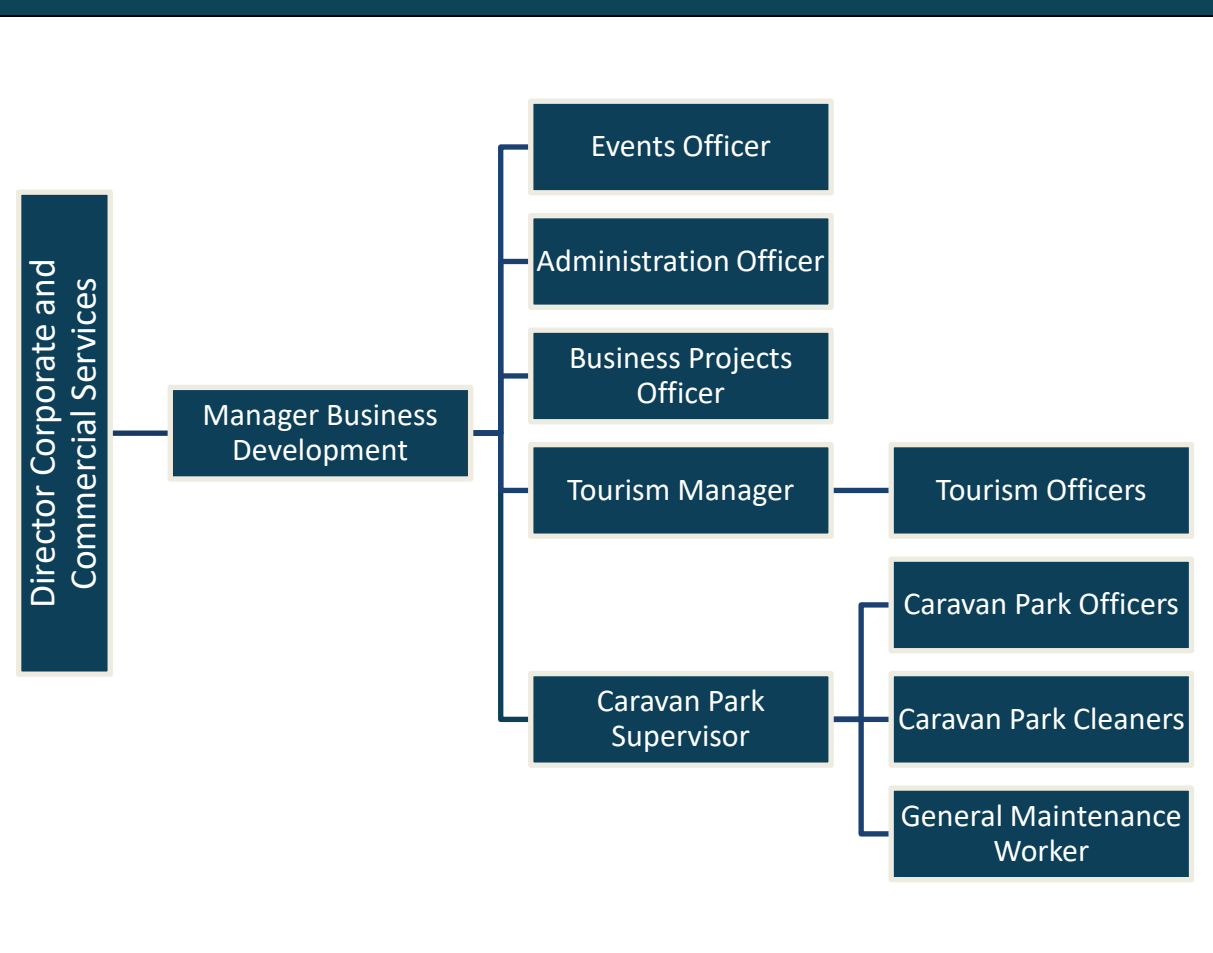


Position Title:	Caravan Park Officer
Position Number:	2094, 2095, 2096, 2097
Division:	Corporate and Commercial Services
Section:	Business Development
Grade:	3
Delegations:	As allocated in the Delegations Register
Position FTE Hours	38

Primary Purpose of Position

- To provide support to the Colour City Caravan Park Supervisor in carrying out duties associated with the efficient management of the Colour City Caravan Park
- To provide customer service to patrons to the Colour City Caravan Park

Sectional Structure



Selection Criteria

Qualifications/Licences

- Higher School Certificate or equivalent desirable
- Current class C Driver's License
- Satisfactory Criminal Record Check

Skills and Experience

- Experience in a similar role including caravan park operations, tourism or customer service
- High level communication skills both verbal and written including the capacity to interact with all levels of staff and the public while maintaining effective customer service and relationship management
- Experience in administration, office duties and retail
- Well-developed computer literacy skills in the use of a variety of computer software packages, including RMS and Microsoft Office
- Capability to work within a roster system
- Knowledge of the Orange Region regarding tourism related activities, events, accommodation – and/or ability to learn this information
- Demonstrated ability to model Council's key values and desired behaviours

Key Accountabilities/Duties

- Supporting the Colour City Caravan Park Supervisor with provision of administrative support associated with the smooth running of the Caravan Park including communicating with Park residents and patrons in person, via phone or by electronic means in securing bookings for a range of accommodation
- Offer advice to patrons of the Park in order to promote Orange and the region as an attractive tourist destination, with a high level of customer service
- Cash monies and EFTPOS machine to be reconciled on a daily basis
- Perform financial reconciliation of daily takings in line with recorded bookings and receipting in accordance with existing software systems and the 'Book Easy' guidelines
- Daily inspection to facilitate maintenance and cleanliness of the Park and facilities and associated entering of requests to Councils systems and standards
- Perform general cleaning of facilities and amenities within the Park as required from time to time
- Monitoring contractor performance in ensuring cleaning and grounds maintenance is performed in accordance with Council's contract obligations
- Perform general grounds maintenance within the Park as required from time to time
- Ensuring Park patrons adhere to the 'Rules of the Park' particularly in relation to maintenance of peace and harmony and check in/check out requirements and application of appropriate charging for accommodation used
- Completion of weekly time sheet as required
- Undertake all training and professional development necessary to perform the role

- To maintain a safe and secure environment – check and monitor - Signage, lighting, computer linkages, monitor – CCTV.
- Establishing booked 'Arrivals and Departures' for the day and following up that these occur. Transfer arrivals to Daily Occupancy Sheet
- Electricity Meter Readings – physically attend to 12 meter readings, record and input into computer and onto 'Permanent' resident's payment cards
- Money Handling – Cash and EFTPOS transactions for all the above. Written on client cards and also in receipt book. Banking twice weekly and when needed for excess cash-in-hand
- Contact Police when any issues of concern occur, after discussing options with Supervisor and/or Manager Business development eg domestic violence, robbery, excessive noise etc. Report back to Council as soon as possible if this occurs
- Be available to be 'on-call' in the evening (after office hours) to accept phone enquiries and deal with any problems that may occur at the Caravan Park – 'on-call' allowance paid to staff
- Comply with Council's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities, as amended from time to time

Position Capabilities

The Orange City Council Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in our council. The full information regarding these Capabilities is available [here](#). The focus capabilities for this position are:

Group	Capability
Personal Attributes	Ownership - Demonstrates "Achieves it" <i>Take responsibility and ownership of work and delivering to quality standards.</i> <ul style="list-style-type: none"> • Undertakes work with care and concern for results achieved • Demonstrates ownership through language and behaviour • Speaks up when errors made • Able to get work completed to the required standard
	Manage Self - Foundational "Does it" <i>Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning.</i> <ul style="list-style-type: none"> • Checks understanding of own role within the team • Proactively seeks instruction and guidance • Approaches work tasks with energy and enthusiasm • Stays up to date with knowledge, training and accreditation in relevant skills areas • Is willing to learn and apply new skills • Learns from mistakes and the feedback of others
Personal Attributes	Ownership - Foundational "Does it" <i>Take responsibility and ownership of work and delivering to quality standards.</i> <ul style="list-style-type: none"> • Takes responsibility for own actions • Completes tasks he/she has agreed to on time • Is aware of the decisions that need to be referred to a manager or supervisor and acts accordingly

Relationships	Customer Focus - Demonstrates "Achieves it" <i>Commit to delivering customer focused services in line with strategic objectives.</i> <ul style="list-style-type: none"> Identifies and responds quickly to customer needs Demonstrates a thorough knowledge of services provided Puts the customer and community at the heart of work activities Takes responsibility for resolving customer issues and needs
	Team Work - Foundational "Does it" <i>Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity.</i> <ul style="list-style-type: none"> Keeps team and supervisor informed of what he/she is working on Shares knowledge and information with team members and other staff Offers to help colleagues and takes on additional tasks when workloads are high Is aware of the wellbeing of co-workers and provides support as appropriate Is open to input from people with different experiences, perspectives and beliefs
Results	Deliver Results - Foundational "Does it" <i>Achieve results through efficient use of resources and a commitment to quality outcomes.</i> <ul style="list-style-type: none"> Takes the initiative to progress work tasks Clarifies work required and timeframe available Identifies what information/resources are needed to complete work tasks Checks own work for accuracy, quality and completeness Completes tasks under guidance, on time and to the required standard
Technical	Health, Safety and Environment - Foundational "Does it" <i>Identifying and/or preventing health and safety risks to self and others. Planning and delivering work that considers the environment.</i> <ul style="list-style-type: none"> Consistently displays safe working behaviour Speaks up when something is unsafe Follows health and safety policies and procedures Participates in safety discussions Implement environmental controls as applicable

Corporate Values

As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Orange City Council Code of Conduct. Council's corporate values are listed below:

- **Respect** – is honest and respectful towards others and works as part of a team
- **Ownership** - takes responsibility for actions
- **High Performance** - pursues performance excellence and continually looks for improvement
- **Customer Focus** - demonstrates a customer focused approach towards internal and external customers
- **Safety** - works safely, in accordance with Council's Work Health and Safety policy and procedures
- **Diversity** – Champion a diverse and inclusive workplace

- **Leadership** – Council encourages all its employees to lead by example and role model our values. Leaders also need to ensure they provide constructive feedback and encourage high performance by coaching, developing, recognising and managing people effectively

Work Health and Safety Responsibilities

All employees are responsible for Work Health and Safety (WHS) for Orange City Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours
- Participating in any applicable WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Complying with emergency and evacuation procedures and site rules if applicable
- For Managers, Supervisors, Team Leaders or Gangers, you have additional WHS responsibilities as defined in the Orange City Council Work Health and Safety Management Policy (OP 84)

General

- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.
- Local Government (State) Award conditions apply to all entitlements.
- The Position Description links to the overall organisational Delivery/Operational Plan which ties into an employees' key performance indicators (KPIs) as part of their annual performance review.
- Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.

I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description

Name of Employee	
Signed by Employee	
Date Signed	