

SURFSIDE HOLIDAY PARKS RECEPTION OFFICER

CLASSIFICATION: Band 3
OCCUPANT: Vacant
DATE: March 2024

POSITION CONTEXT & OBJECTIVE(S):

To provide administration support to the Service Manager Holiday Parks in the operation of Surfside Holiday Parks;

To provide administration of the Surfside Holiday Park booking systems, including online, telephone and over the counter services.

KEY RESPONSIBILITIES AND DUTIES:

1. Provide administrative services to the Foreshore incorporating the processing of mail, acceptance of bookings, and compilation of statistical data on a daily basis plus accumulation of information for report development.
2. Welcome guests and process their requirements in accordance to Surfside Holiday Parks agreed procedures and policies.
3. Maintain the Surfside Holiday Park Reservation systems that include online distribution systems.
4. Preparation of data in an accurate and timely manner.
5. Balancing receipts and reconciliation and preparation of banking on a daily basis.
6. Comply with Warrnambool City Council policies and procedures.
7. Support and maintain working conditions in accordance with occupational health and safety requirements of Warrnambool City Council.

Council is committed to creating and maintaining a child safe and child friendly city, where all children are valued and protected from abuse. Child safety and wellbeing are a community responsibility and are everyone's business. The safety of children in our care is Council's first priority and we have zero tolerance for child abuse or harm.

KEY SELECTION CRITERIA:

Applicants should address the following in their applications

1. Demonstrated computer skills.
2. Knowledge of office practices and equipment.
3. Extensive customer service skills.
4. Skills in managing time and organising workload.
5. Ability to effectively communicate to resolve minor problems.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

YES

The incumbent must have and maintain a Working with Children Check:

YES

ORGANISATIONAL RELATIONSHIPS:

Reports to: Coordinator Park Services
Supervises: N/A
Internal Contacts: Surfside Holiday staff, Visitor Information Centre and Flagstaff Hill staff, Council Employees
External Contacts: General Public

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WORKING TOWARDS A BETTER WARRNAMBOOL

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RELATIVE LEGISLATION

- Fair Work Act 2009
- National Employment Standards
- Occupational Health & Safety Act 2004
- Superannuation Act 1976
- Victoria Long Service Leave Act 2018
- Victoria Workplace Injury Rehabilitation and Compensation Act 2013
- Gender Equality Act 2020

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Accurate processing of Surfside Holiday Park administrative duties in accordance with policies and procedures;
- The position is accountable to work within standard office procedure and to achieve the desired outcome within the time and resources available.
- May be required to supervise other staff as required.
- This position acts under general supervision and within specific guidelines.

JUDGEMENT AND DECISION MAKING:

- This position requires periods of being unsupervised in the Surfside Holiday Parks reception areas.
- The position is to exercise its judgement mindful of confidentiality and diplomacy.
- Decisions and information should be consistent with established policy and good management principles.
- Guidance and advice is always available from onsite or via telephone.
- May be required to solve minor problems.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Knowledge of computer and software including networking together with the ability to resolve computer related problems;
- The ability to communicate effectively converse by telephone and in person with the public;
- Experience in working in a busy tourism/hospitality environment where accuracy and high volumes of guests are involved;

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated ability to manage time and set priorities to achieve a range of outcomes within parameters and agreed policies.
- Ability to liaise with staff and members of the public.
- Ability to work under pressure and maintain a consistent approach to the public.
- Ability to induct and develop others in the reception team.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- The ability to communicate with members of the park in concise terminology.
- The ability to gain the confidence of park patrons by means of a professional approach to the particular matter.
- Good verbal and written skills.

Ability to work both in a team situation and also work alone without direction.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Year 12 or equivalent education level preferred.
- Industry based computer training.
- Previous experience of cash handling and completing banking or similar experience.

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TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	

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ACCOUNTABILITY



COLLABORATION



RESPECTFULNESS



PROGRESSIVENESS



WELLBEING