



## Our Values

### Respect Integrity Community Excellence

Values only become meaningful when they are translated into behaviours that people engage in and others can observe. They are the cornerstone of ‘walking the talk’.

<b>Position Title:</b>	<b>Customer Service Officer – Holiday Parks</b>
<b>Directorate:</b>	Sustainable Economy & Communities
<b>Reports to:</b>	Manager Holiday Parks
<b>Date effective:</b>	July 2024
<b>Award Level:</b>	EA Level 3
<b>Position no:</b>	CAR03
<b>Version:</b>	Version 1

## 1. Purpose

### 1.1 Primary functions

- Work across all holiday park sites on a rotational basis.
- Fulfil the daily operations and functions of a holiday park office in accordance with Council policies and procedures.
- Effectively provide customer service by taking ownership of customer needs and issues to ensure resolutions are consistent and timely.
- Pro-actively identify and support continuous improvement opportunities in systems and processes to increase the responsiveness and quality of customer service.

## 1.2 Community strategic goals



**Goal 1:**  
Valuing the  
natural  
environment

**Goal 2:**  
Welcoming and  
inclusive  
communities

**Goal 3:**  
Managing growth  
sustainably

**Goal 4:**  
Vibrant and  
diverse economy

**Goal 5:**  
Effective  
leadership and  
governance

## 1.3 Key functions and duties

Key result area	Specific actions	% Time
<b>Customer service</b>	<ul style="list-style-type: none"> <li>• Provide a professional reception customer service for counter, telephone and email enquiries and bookings.</li> <li>• Operate and monitor the Newbook reservation system, including guest check in / out, site reservations / bookings and deposits for new / existing bookings.</li> <li>• Process guest correspondence requests and receipts.</li> <li>• Balance Newbook and EFTPOS POS daily and process weekly banking.</li> <li>• Resolve conflicts within the parks in an appropriate and timely manner.</li> <li>• Provide information, advice and support to internal and external stakeholders with regards to events, activities, and business development opportunities.</li> <li>• Liaise with internal stakeholders to problem solve as issues arise regarding caravan park operations.</li> <li>• Liaise with long term site holders and annual site licensees.</li> <li>• Liaise with dog owners regarding park regulations.</li> <li>• Assist in training office staff.</li> </ul>	<b>65</b>
<b>Office administration</b>	<ul style="list-style-type: none"> <li>• Collect, post and process mail.</li> <li>• Undertake data entry for rates and fees in RMS, RMS trouble shooting, IT and finance issues.</li> <li>• Process invoices for payment (Synergy).</li> <li>• Provide input to the review of promotion, advertising and marketing initiatives.</li> <li>• Provide input to the review of relevant manuals and Safe Operating Procedures.</li> <li>• Undertake general and financial reporting.</li> <li>• Maintain park supplies including researching, ordering, and purchasing.</li> <li>• Comply with the Shire's purchasing and tendering procedures.</li> <li>• Participate in staff recruitment interviews as required.</li> </ul>	<b>20</b>

<b>Knowledge management</b>	<ul style="list-style-type: none"> <li>Identify and research customer information needs to improve customer service delivery.</li> <li>Ensure opportunities to improve the knowledge management systems are identified and addressed.</li> </ul>	<b>5</b>
<b>Operational support</b>	<ul style="list-style-type: none"> <li>Support the team by undertaking other duties as required within the Holiday Parks.</li> <li>Promote effective team communication and conflict resolution with other team members.</li> <li>Provide input to the development of the minor capital works program, annual budget and corporate planning process.</li> <li>Provide direction for project works to be undertaken in a safe manner on time.</li> <li>Provide advice and support to internal and external stakeholders with regards to events, activities and business development opportunities</li> <li>Respond to holiday park emergencies as a first response and operate the DEFIB as required.</li> <li>To participate in an after-hours on call/call out roster if/when required and to attend to guests needs as they arise.</li> </ul>	<b>5</b>
<b>Cleaning - Light</b>	<ul style="list-style-type: none"> <li>Undertake office cleaning as required.</li> <li>Undertake general cleaning as required.</li> <li>Participate in light cleaning roster of park facilities as required.</li> <li>Use cleaning chemicals in a safe manner.</li> </ul>	<b>5</b>
<b>General</b>	<ul style="list-style-type: none"> <li>Contribute positively within a team environment and demonstrate behaviour that enables the achievement of team and directorate goals.</li> <li>Work in accordance with the State Records Act and Shire procedures and principles.</li> <li>Work in accordance with Equal Opportunity and Anti-Discrimination legislation and Shire procedures and principles.</li> <li>Work in accordance with Occupations Safety and Health legislation and Shire procedures and principles.</li> <li>Adhere to Shire policies and management practices as amended from time to time.</li> <li>Contribute to attainment and development of relevant Corporate Plan goals and objectives.</li> <li>Ensure duties as directed by the Executive are fully undertaken.</li> </ul>	<b>Ongoing</b>

## 2. Extent of Authority

Under the limited direction of the Chief Executive Officer and as delegated from time-to-time, the incumbent has authority to act within predetermined guidelines, policies, procedures, predetermined budgetary limits and expenditure and in accordance with the statutory provisions of the Local Government Act 1995 and other relevant legislation.

Delegated Authority to: Sign purchase orders or other documents as per the "Authorisation to Sign Documents Register."

### 3. Relationships

3.1 Responsible to  
Manager Holiday Parks

3.2 Responsible for  
Nil

#### 3.3 Internal Stakeholders

Councillors  
CEO  
Directors  
Managers  
Employees

#### External Stakeholders

3.4 Holiday Park guests and visitors  
Community members and groups  
Public utilities and authorities  
Consultants and other professionals  
Contractors and tradesmen  
Other hospitality providers  
Tourism organisations

### Position Selection Criteria

## 4.

#### 4.1 Position essentials

Well-developed oral communication and interpersonal skills including conflict management and resolution using tact and diplomacy.

Demonstrated office skills including data entry and keyboarding, competence in Microsoft Office package and high-level accuracy with numeracy and attention to detail.

Demonstrated experience in operating a reservation booking system

Demonstrated ability in cash handling, EFT processing, daily balancing and banking with attention to detail

Ability to operate as an effective team member

Current WA drivers' licence

#### 4.2 Position Desirables

Working knowledge of local area, community and issues pertaining to the Shire of Augusta Margaret River

Experience in the daily operations of a Holiday Park

Knowledge of Holiday Park industry standards and relevant legislative requirements

Knowledge of Local Government standards and procedures

Current Senior First Aid certificate and ability to operate a DFIB

## 5. Parties

<b>Present Occupant Name:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Reporting Officer</b>	<b>Signature:</b>	<b>Date:</b>