



## ***POSITION DESCRIPTION***

***POSITION:***            ***Riverview Family Caravan Park – Park Managers***

***LOCATION:***            ***Riverview Family Caravan Park  
Barwon Heads – Ocean Grove Rd  
Ocean Grove 3226***

***APPROVED BY:*** ***Bob Jordan    General Manager***

***Date:***                 ***July 2009***

## ***DESCRIPTION OF RIVERVIEW FAMILY CARAVAN PARK***

The Barwon Coast Committee of Management was incorporated in July 1995. It is responsible to the Minister for Environment and Conservation for managing approximately 13 kilometres of Coastal Crown Land from Collendina to Black Rock. The coastal towns of Ocean Grove and Barwon Heads lie within that 13Km's.

As part of its business operations, Barwon Coast operates the Barwon Heads Caravan Park, the Riverview Family Caravan Park Ocean Grove and the Riverside Camping Area and within those parks on-site accommodation (Cabins and Cottages), caravan and camping sites are provided

The Parks produce approximately \$4m revenue annually which is applied primarily for natural resources protection and development as part of its coastal area management role, and for the maintenance and improvements within the Parks.

Barwon Coast recognises the importance of developing a strong customer service focus in its drive for maximum profitability of its commercial operations.

Features of the Riverview Family Caravan Park are its natural environment, excellent location on the Barwon River Estuary, good views, and access to the Ocean providing for water based and other recreational activities. Walking distance to Golf Club & Bowling Club

The Park is comprised of 500 sites being:

- 374 Weekenders (12 month permits)
- 120 Powered
- 6 Unpowered
- Plus
- 3 Cabins – 1bedroom

The Riverview Family Caravan Park has had a strong customer loyalty with many customers having returned each year for more than twenty years. However there are concerns that such practices have made it hard for new customers to get into the park (and others along the coast) and the State Government is considering policy changes to open up the parks to more campers.

Accommodation within the Park currently consists of just 3 one bedroom cabins however the 2009 Masterplan proposes the installation of 8 new cabins over the next 10 years.

## ***RIVERVIEW FAMILY CARAVAN PARK – PARK MANAGER***

### ***POSITION OBJECTIVE***

- To manage the Caravan Park as a business unit providing park management, park maintenance, accommodation and customer service, office administration and security services.
- To ensure that its accommodation, amenities, facilities and surrounds are maintained and presented to a high standard of quality reflecting the needs and expectations of customers.

### ***KEY RESPONSIBILITIES AND DUTIES:***

- To ensure the Caravan Park is run with a strong customer focus as part of an overall business culture
- To personally manage the Caravan Park on 9 days per fortnight with every second Sunday rostered off. The rolling roster will include weekends and public holidays.
- To personally manage the Caravan Park office on rostered days of 9 per fortnight with every second Sunday rostered off. The rolling roster will include weekends and public holidays.
- To ensure that telephone and reception service for the Caravan Park are maintained outside of office hours.
- To respond to and assist with emergency calls 24 hrs per day whilst on roster.
- To perform frequent inspection of Park assets, amenities, surrounds and facilities to identify maintenance requirements, risk minimisation and presentation improvements.
- To ensure that the accommodation, amenities and grounds, park entry, office and residence are at all times presented to a high standard of cleanliness with attention to detail.
- To maintain on site accommodation buildings, furniture and fittings and surrounds to a high standard of quality.
- To ensure that all appropriate permits and approvals are obtained prior to the commencement of any works in the Park and that all requirements of these are met.

- To prioritise maintenance work and establish annual, monthly and fortnightly work schedules.
- To provide leadership in a team environment.
- To ensure appropriate security services are provided. The role will be shared between the Park Manager, caretaker and external contractors.

***GENERAL RESPONSIBILITIES AND DUTIES:***

**PARK ROLE**

- Liaise and participate with the Works Co-ordinator and/or external contractors to ensure that all park maintenance and improvements works are achieved.
- To monitor all work completed to ensure that it meets requirements and a high standard of quality. To ensure corrective action is taken when required standards are not achieved.
- To complete emergency maintenance and cleaning after normal hours.
- To site weekender (12 month permit) vans in accordance with requirements.
- To ensure that all structures and improvements on weekender (12 month permit) sites comply with regulations.
- To conduct nightly patrols of the Park during nights of duty to 11.00 pm when park sites are occupied to ensure customers quiet enjoyment of the Park.
- To supervise and co-ordinate contract security staff.
- To purchase materials etc in accordance with Barwon Coast's purchasing procedures.
- To participate as required with accommodation and park maintenance.

**OFFICE ROLE**

- To supervise and co-ordinate customer service staff.
- To provide leadership to staff in customer service and ensure that all customer requests are noted and resolved to as matters of priority within corporate guidelines.

- To continually inform customer service staff of works within the Park, booking arrangements, customer requirements etc.
- To manage operation of site bookings and utilisation of sites.
- To produce, analyse and review bookings reports.
- To check arrivals and departures in advance during peak season.
- To monitor overall Park usage and payment of fees ensuring that all fees (including visitor and additional family fees) are paid in advance.
- To forward invoices for site fees in accordance with Barwon Coast policy.
- To ensure the collection and timely banking of all revenue received.
- To attend to general Park correspondence and produce reports as requested by the General Manager
- To ensure that all siteholders are aware of the Park's conditions of occupancy.

#### *JOINT ROLE*

- To participate in Barwon Coast management team meetings.
- To develop annual estimates of income and expenditure maintenance for budget purposes
- To control budgets for the Park throughout the financial year.
- To make recommendations to the General Manager on project priorities for Park improvements.
- To enforce the Park's conditions of occupancy, and (if necessary), evict siteholders who breach the conditions.
- To be aware of and respond to the policies of Barwon Coast, and State Government policies, regulations and legislation.

### ***OCCUPATIONAL HEALTH AND SAFETY***

- Assist in maintaining safe work practices and operate within the Occupational Health and Safety standards and policies.
- Be responsible for safe and competent handling of chemicals.
- Operate in a safe and competent manner and ensure maintenance of mechanical plant including chainsaws, ride on mowers, and light truck
- Ensure that all plant and equipment is used safely.

### ***ORGANISATIONAL RELATIONSHIPS:***

Responsible to	-	General Manager
Internal liaisons	-	Caretaker (Part time) Park Maintenance Officer x 2 Customer Service Staff Park Managers (Barwon Heads) Works Co-ordinator Administration Co-ordinator Reserve Manager All staff
External liaisons	-	Park customers Contractors Suppliers Police and Emergency Services

### ***SUPPORT STAFF***

- Caretaker working part time (Rolling 5 days per fortnight roster including every 2<sup>nd</sup> Sunday plus every Monday & Tuesday)
- Customer service officers – 7 days a week
- Additional casual staff for peak periods
- Accommodation cleaning team
- Works team in conjunction with the Works Co-ordinator

### ***CONTRACTED SERVICES***

- Security – As determined in conjunction with General Manager
- Amenities cleaning – Peak Periods and weekends
- Trades as necessary
- Waste disposal
- Grass mowing

### ***KEY SELECTION CRITERIA:***

- The availability of two suitable adult people to manage the Park and to provide continuous service to park visitors within the agreed hours and days of duty.
- Previous experience in Caravan Park Management or the Hospitality Industry and/or appropriate experience in business management.
- At least one person should have strong clerical, financial and computer skills
- High interpersonal and communication skills.
- Ability to provide a high level of customer service.
- “Hands on” practical maintenance skills
- Experience in developing and monitoring budgets

### ***CRITICAL SUCCESS FACTORS:***

- Achievement and retention of AAA Tourism or equivalent, rating of at least 3.5 stars for the Park.
- “Ownership” of the Park and its quality of presentation.
- Leading the staff in providing a high level of customer service.
- Detailed planning and budgeting for maintenance and project works.
- Collection of all revenue receivable and control of maintenance and project costs.

***CONDITIONS OF APPOINTMENT:***

The Managers are expected to work such hours as are necessary to carry out the functions of the position.

Managers are required to be available over the spread of hours indicated below however there will be day to day flexibility depending on customer demands etc.

***Days of duty*** –Nine day fortnight with every second Sunday rostered off. The rolling roster will include weekends and public holidays.

***Hours of availability – Park Role***

- Weekdays generally between 9.00am to 6.00 pm
- Weekends generally between 7.30am to 8.00pm.
- Phone duties up to 10pm, late arrivals, and park emergencies for 24hrs on days on duty.

***Hours of Availability – Office Role***

- Monday – Thursday and Sunday - 9am to 5.00 pm
- Friday and Saturday - 9am to 6.00pm.
- Phone duties to 10pm, late arrivals, and park emergencies for 24hrs on days on duty

**Annual leave** must generally be taken outside the months of November to April.

The Managers must **occupy the residence** provided within the Park.

The initial period of the contract will be for 1 year from the date of commencement, and subject to the employees' performance being to the satisfaction of the employer, the employer may agree to extend the contract for a period of up to 3 years.

**REMUNERATION:**

The salary package for this position will include -

- Cash component \$ tba p.a. (No additional payment will be made for overtime or annual leave loading).
- Statutory Superannuation on cash component of remuneration.
- Telephone subsidy for home use (rental/calls to \$300 pp) pa.
- 4 weeks annual leave.
- Personal Leave – 11 days pa cumulative whilst in employ, extinguished upon termination.
- Nominal rental (\$10 per week) for occupancy of the residence. Barwon Coast will be responsible for all charges for gas, electricity and water.

**Bob Jordan**  
**General Manager**  
**Barwon Coast Committee of Management Inc**

**July 2009**