
Diamantina Shire Council

POSITION DESCRIPTION



SUSTAINABLY DEVELOPING THE OUTBACK

1.0 TITLE:	Housekeeper
2.0 AWARD:	Queensland Local Government Industry Award (Stream B) - State 2017
3.0 SECTION:	Hospitality
4.0 CLASSIFICATION	Level 2
5.0 DEPARTMENT:	Community & Sustainability
6.0 BRANCH:	Tourism
7.0 LOCATION:	Birdsville

8.0 POSITION OBJECTIVE

To undertake the daily necessary accommodation duties, including (but not limited to) housekeeping, laundry and other duties. Undertake various cleaning, and other duties and be accountable to management for the clean, tidy and safe operation of the Birdsville Tourist Park and Birdsville Lodge.

9.0 REQUIREMENTS OF THE POSITION

a) Skills/Capabilities

- Organisational and time management skills.
- Ability to work independently and effectively under pressure and meet deadlines and targets.
- Ability to complete manual tasks including cleaning, housekeeping and laundry.
- Understanding of effective and hygienic cleaning procedures and use of chemicals.
- Ability to be flexible, reliable, honest and committed.
- Demonstrated ability to provide excellent customer service.
- Demonstrated ability to work in a team, and take direction to contribute to a positive, customer focussed environment.

b) Knowledge

- Demonstrated computer literacy including Microsoft Word, Excel, and Outlook.
- Quality Assurance and Workplace Health and Safety processes
- Council's policies and procedures or a demonstrated ability to learn

c) Experience and/or qualifications

- Experience and/or qualifications in Hospitality or fields related to the role.
- Current Queensland C Class Drivers Licence or ability to obtain.
- Blue Card

d) Vaccinations

- Hepatitis A
 - Hepatitis B
-

10.0 KEY RESPONSIBILITIES OF THE POSITION

- 1) Day to day duties in accordance with operating policies and procedures, including (but not limited to) housekeeping, laundry and other operational responsibilities.
- 2) Clean the accommodation and shared facilities to the required standard.
- 3) Provide excellent customer service at all times and resolve guest complaints as required.
- 4) Maintain equipment and stores in an appropriate manner including safe and secure storage.
- 5) Actively contribute to the work team.
- 6) Communicate, solve and discuss work problems with other team members and management.
- 7) Assist with prompt responses to customer requests/enquiries and project a helpful and positive image of the Council and its staff.
- 8) Ensure that Council's Quality Assurance Program is adhered.
- 9) Comply with all Councils policies including but not limited to the Code of Conduct, Drug and Alcohol policy, Smoking policy and Workplace Bullying and Harassment Policy.
- 10) Perform other Council work as directed.

Workplace Health and Safety Responsibilities

- 11) Undertake the responsibilities relevant to the position as specified in Schedule 1 – WH&S Obligation and Responsibility Statement as amended from time to time.

Note: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees have a legal obligation and are required to observe Council policies and procedures in relation to Code of Conduct, Confidentiality, Anti-Discrimination, Equal Employment Opportunity; Workplace Health & Safety; Employee Welfare; the Environment and Service Delivery Standards. Employees must also fulfil all recordkeeping responsibilities in accordance with relevant Information Standards and associated guidelines.

11.0 KEY SELECTION CRITERIA

- 1) Demonstrated experience in accommodation facilities including caravan or tourist parks.
- 2) Demonstrated experience in housekeeping
- 3) Demonstrated experience in a customer service role.
- 4) Ability to operate effectively in a team, contributing positively to team operations and working relationships in a friendly and flexible manner.
- 5) Ability to work without supervision and exercise initiative, judgement and enthusiasm.
- 6) Demonstrated commitment to Workplace Health and Safety policies and procedures.
- 7) Current Queensland 'C' Class Drivers Licence.

Note: As part of any recruitment for this position, Council may require the applicant to undertake a Criminal Records Check, Working with Children Check, Physical fitness/medical test, drug or alcohol test, relevant skill test, personality profile and/or psychometric testing prior to appointment. It is a condition of employment with DSC that all applicants agree to this requirement before appointment. Some positions require incumbent to undergo mandatory immunisation or provide medical documentary evidence of suitable immunisation as the work environment may involve exposure to areas identified as "at risk" work areas.

12.0 PHYSICAL DEMAND CATEGORY

SEDENTARY WORK						
Light Duty	Frequent lifting / carrying of objects weighing up to 5kgs					<input type="checkbox"/>
Work	Frequent lifting / carrying of objects weighing up to 10kgs					<input checked="" type="checkbox"/>
Heavy Work	Frequent lifting / carrying of objects not exceeding 25kgs					<input type="checkbox"/>
WORK ENVIRONMENT						
ATTRIBUTE			MANOEUVRE	FREQUENT	OCCASIONAL	NONE
Chemicals	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cold	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Squatting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dampness	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fumes/gases	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heat / Humidity	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	Reaching	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heights	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	PLANT OPERATION			
Noises	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Maximum seat rating of 120kgs			

SPECIFIC ACTIONS REQUIRED This job may include:						AUDIO – VISUAL DEMANDS	REPETITIVE MOTIONS		
Standing/Walking		Sitting		Driving					
<input type="checkbox"/>	None	<input type="checkbox"/>	None	<input type="checkbox"/>	None	Hearing	<input type="checkbox"/>	Foot Movement	<input type="checkbox"/>
<input type="checkbox"/>	Occasional	<input checked="" type="checkbox"/>	Occasional	<input checked="" type="checkbox"/>	Occasional	Depth Perception	<input type="checkbox"/>	Fine Manipulation	<input type="checkbox"/>
<input type="checkbox"/>	1-4 hrs	<input type="checkbox"/>	1-4 hrs	<input type="checkbox"/>	1-4 hrs	Colour Discrimination	<input type="checkbox"/>	Pushing/Pulling	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	4-6 hrs	<input type="checkbox"/>	4-6 hrs	<input type="checkbox"/>	4-6 hrs	Peripheral Vision	<input type="checkbox"/>	Finger Dexterity	<input type="checkbox"/>
<input type="checkbox"/>	6-8 hrs	<input type="checkbox"/>	6-8 hrs	<input type="checkbox"/>	6-8 hrs			Simple Grasping	<input checked="" type="checkbox"/>

12.0 ORGANISATIONAL RELATIONSHIPS / ACCOUNTABILITY

Reports to: Head Housekeeper

Internal Liaisons: All Council Departments

External Liaisons: State and Local Government authorities as appropriate, suppliers and contractors, Councillors, community members/groups, and members of the general public.

13.0 EXTENT OF AUTHORITY

As per Council's Delegation Register

14.0 APPROVALS

Reviewed By: Stephen Schwer
Community Sustainability Manager

Approved by: Leon Love
Chief Executive Officer

Signed: _____

Date: ____/____/____

I, **[name]** have read and understood this Position Description Housekeeper and accept the objectives and responsibilities of this position.

Applicant signature: _____

Date: ___/___/___