
1Diamantina Shire Council

POSITION DESCRIPTION



SUSTAINABLY DEVELOPING THE OUTBACK

1.0 TITLE:	Accommodation Duty Manager
2.0 AWARD:	Queensland Local Government Industry Award (Stream B) - State 2017
3.0 SECTION:	Hospitality Services
4.0 CLASSIFICATION	Level 5
5.0 DEPARTMENT:	Community & Sustainability
6.0 BRANCH:	Tourism
7.0 LOCATION:	Birdsville

8.0 POSITION OBJECTIVE

To undertake the daily necessary operations of the accommodation, including (but not limited to) housekeeping, grounds keeping, front office, laundry and other duties. To provide backup and support to the Accommodation Manager and work with other team members to ensure the Birdsville Tourist Park and Birdsville Lodge (the facilities) are operated in accordance with Shire's policies and procedures. Be responsible for the day-to-day operation of the facilities, at times when the Manager is on days off/leave.

9.0 REQUIREMENTS OF THE POSITION

a) Skills/Capabilities

- Well-developed written and interpersonal communication skills, including negotiation, conflict resolution and consultation.
- Highly developed organisational and time management skills.
- Ability to work independently and effectively under pressure and meet deadlines and targets.
- Ability to complete basic maintenance task on the buildings and grounds.
- 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 supervise a work team, motivate staff and monitor processes and outcomes in a customer service environment.

b) Knowledge

- Demonstrated computer literacy including Microsoft Word, Excel, and Outlook.
- Knowledge of statutory requirements relevant to accommodation facilities.
- Knowledge of accommodation reservations and booking systems.
- 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 in a supervisory role in accommodation facilities.
- Current Queensland C Class Drivers Licence or ability to obtain.
- White Construction Card may be required
- Blue Card

10.0 KEY RESPONSIBILITIES OF THE POSITION

- 1) Day to day operation of the facilities in accordance with operating policies and procedures, including (but not limited to) housekeeping, grounds keeping, laundry, front office and other operational responsibilities.
- 2) Ensure the accommodation and shared facilities are cleaned regularly and to the required standard.
- 3) Ensure the buildings and grounds are well maintained and maintenance issues are reported in a timely fashion.
- 4) Monitor finances including daily financial transactions.
- 5) Provide excellent customer service at all times and resolve guest complaints as required.
- 6) Maintain equipment and stores in an appropriate manner including safe and secure storage and keeping accurate stock records.
- 7) When Manager is on days off/leave, supervise and actively contribute to the work team, motivate staff and monitor processes and outcomes in a customer service environment.
- 8) Communicate, solve and discuss work problems with other team members the Manager
- 9) Assist with prompt responses to customer requests/enquiries and project a helpful and positive image of the Council and its staff.
- 10) Ensure that Council's Quality Assurance Program is adhered.
- 11) 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.
- 12) Perform other Council work as directed.

Workplace Health and Safety Responsibilities

- 13) 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 the accommodation facilities including caravan or tourist parks, preferably in a supervisory role.
- 2) Demonstrated experience in housekeeping, front office, grounds keeping and/or similar/related areas.
- 3) Demonstrated experience with property reservation software particularly RMS.
- 4) Demonstrated experience in a customer service role.
- 5) Knowledge and understanding of legislation relevant to the operation of accommodation facilities.
- 6) Ability to operate effectively in a team, contributing positively to team operations and working relationships in a friendly and flexible manner.
- 7) Ability to work without supervision and exercise initiative, judgement and enthusiasm.
- 8) Demonstrated commitment to Workplace Health and Safety policies and procedures.
- 9) 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				AUDIO – VISUAL DEMANDS		REPETITIVE MOTIONS					
This job may include:											
Standing/Walking		Sitting		Driving		Hearing		<input type="checkbox"/>	Foot Movement		<input type="checkbox"/>
<input type="checkbox"/>	None	<input type="checkbox"/>	None	<input type="checkbox"/>	None	Depth Perception		<input type="checkbox"/>	Fine Manipulation		<input type="checkbox"/>
<input type="checkbox"/>	Occasional	<input type="checkbox"/>	Occasional	<input checked="" type="checkbox"/>	Occasional	Colour Discrimination		<input type="checkbox"/>	Pushing/Pulling		<input checked="" type="checkbox"/>
<input type="checkbox"/>	1-4 hrs	<input checked="" type="checkbox"/>	1-4 hrs	<input checked="" type="checkbox"/>	1-4 hrs	Peripheral Vision		<input type="checkbox"/>	Finger Dexterity		<input type="checkbox"/>
<input checked="" type="checkbox"/>	4-6 hrs	<input type="checkbox"/>	4-6 hrs	<input type="checkbox"/>	4-6 hrs				Simple Grasping		<input checked="" type="checkbox"/>
<input type="checkbox"/>	6-8 hrs	<input type="checkbox"/>	6-8 hrs	<input type="checkbox"/>	6-8 hrs						

12.0 ORGANISATIONAL RELATIONSHIPS / ACCOUNTABILITY

Reports to: Accommodation Manager

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 Accommodation Duty Manager and accept the objectives and responsibilities of this position.

Applicant signature: _____

Date: ___/___/___