



## Position Description

<b>Position Title</b>	Operations Supervisor Customer Service– Yiradjinda Holiday Parks
<b>Directorate</b>	Sustainable Economy and Communities
<b>Level</b>	IA 6
<b>Reports to</b>	Manager Holiday Parks
<b>Responsible for</b>	Customer Service Staff
<b>Primary Location</b>	Turner Holiday Park (travel to other locations is required on a regular basis)
<b>Position No. &amp; date</b>	July 2025

### Position Overview

- Responsible for the coordination and supervision of Customer Service operations and administration for Yiradjinda Holiday Parks.
- Lead all front-of-house service operations including reservations and reception services.
- Manage relationships with Yiradjinda customers, contractors and stakeholders.
- Provide supervision and day-day guidance to customer service staff, ensuring excellence in customer service delivery for all guests.
- Maintain a safe, hygienic and secure environment for guests and employees.
- Pro-actively identify and support continuous improvement opportunities in systems and processes to increase the responsiveness and quality of customer service.
- Assist Manager Holiday Parks with operational and asset management planning.

### Position Responsibilities

#### Key Functions and Duties

<b>Customer Service</b>	<ul style="list-style-type: none"><li>• Provide and lead professional customer service interactions</li><li>• Operate and monitor the reservation booking system, including guest enquiry, feedback surveys, task charts, rate setting and stop selling.</li><li>• Coordinate customer/stakeholder website interactions</li><li>• Manage customer complaints from guests in a timely and professional manner referring to management as required.</li></ul>
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	<ul style="list-style-type: none"><li>• Deliver/review customer service charter that encompasses all interactions: phone, email, website, SMS and face to face.</li><li>• Monitor monthly and review park visitation through NPS, Customer Service survey responses, providing advice and solutions to areas that need to be addressed.</li></ul>
<b>Staff &amp; Contractor Supervision</b>	<ul style="list-style-type: none"><li>• Supervise staff and contractors to ensure work is completed safely and to a high-quality standard in reception/office.</li><li>• Develop staff rosters and manage staff hours and leave against annualized requirements.</li><li>• Check and approve staff timesheets and leave applications.</li><li>• Schedule and conduct regular team meetings and provide communication from management to staff.</li><li>• Foster team cohesiveness and motivate staff to respond to peak periods positively and effectively.</li><li>• Manage staff performance planning and appraisals.</li><li>• Lead recruitments for staff vacancies</li><li>• Undertake staff training needs analysis and develop training plans</li><li>• Provide staff with on-the-job training, inductions and guidance.</li><li>• Implement, review and update relevant manuals and Safe operating Procedures.</li><li>• Lead safety within the workplace and ensure staff and contractors comply with all safety and health requirements.</li></ul>
<b>Operational support</b>	<ul style="list-style-type: none"><li>• Under strategic direction from Manager Holiday Parks, supervise parks office day to day operations, including service provision (Including after hours) and infrastructure management in accordance with legislative requirements.</li><li>• Coordinate parks internal emergency responses and evacuations and when required operate the DEFIB</li><li>• Support Manager and customer service officers to maintain the parks reservation booking system. Provide technical advice and support to staff on reservation system updates.</li><li>• Manage and maintain excellence in customer services, including resolving customer complaints whilst ensuring staff provide a professional response to counter/phone/ email/SMS enquiries/bookings.</li><li>• Manage and reconcile business financials at close of business in accordance with shire process.</li><li>• Undertake procurement processes and invoice payments in accordance with local government procedures.</li><li>• Manage Annual Site License agreements, ensure site license holders comply with site restrictions and park guidelines.</li><li>• Contribute to parks operational budget and monthly reports for customer service areas.</li></ul>



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	<ul style="list-style-type: none"><li>• Liaise with equipment suppliers on all office mechanical breakdowns</li><li>• Be available (In accordance with on call rosters) to respond to and manage emergency situations as they may occur or impact parks.</li><li>• Support Manager Holiday Parks to develop and review operational, workforce and asset management plans.</li><li>• Oversee general office administration duties.</li></ul>
<b>Knowledge Management</b>	<ul style="list-style-type: none"><li>• Research customer needs and gaps to ensure knowledge management systems and processes are proactively developed to address changing and anticipated customer needs.</li><li>• Continuously improving customer service delivery and expectations.</li><li>• Manage risks across offices and ensure staff undertake audits and work within WHS parameters and procedures.</li></ul>

### General

- Contribute positively within a team environment and demonstrate behaviour that enables the achievement of team and directorate goals.
- Work in accordance with the State Records Act and Shire procedures and principles.
- Work in accordance with Equal Opportunity and Anti-Discrimination legislation and Shire procedures and principles.
- Work in accordance with Occupational Safety and Health legislation and Shire procedures and principles.
- Adhere to Shire policies and management practices as amended from time to time.
- Contribute to attainment and development of relevant Corporate Plan goals and objectives.
- Ensure duties as directed by the Manager Holiday Parks and the Executive Team are fully undertaken.

### Position Requirements

#### Essential

- Demonstrated experience in leading customer service operations within a holiday park or resort setting.
- Demonstrated experience in leading, mentoring and training a multi-disciplined team working in a high-pressure tourist environment.
- Highly developed oral communication and interpersonal skills to negotiate with other



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employees, higher level staff, clients, suppliers and members of the public.

- Demonstrated office administration supervisory experience.
- Proven materials, equipment and cost estimating, along with job costing and budgetary control.
- Well-developed computer literacy skills (Microsoft office-word, excel & outlook, Reservation systems)
- Ability to provide after-hours and on-call services in accordance with staff rosters.
- Current WA drivers' license

### Desirable

- Qualifications in business/admin or related field
- Demonstrated ability in managing a reservation booking system (Example: NewBook or RMS)
- Demonstrated experience in developing and reviewing operational plans and associated management procedures.
- Applied marketing and promotional skills
- Working knowledge of Holiday Park industry standards and relevant legislative requirements
- Working knowledge of local area, community and issues pertaining to the Shire of Augusta Margaret River
- Knowledge of Local Government standards and procedures
- Current Senior First Aid certificate and ability to operate a DEFIB

### Key Relationships

Internal	External
<ul style="list-style-type: none"><li>• Manager Holiday Parks</li><li>• CEO</li><li>• Directors</li><li>• Managers</li><li>• Employees</li></ul>	<ul style="list-style-type: none"><li>• Holiday Park guests, visitors community members and groups</li><li>• Public utilities and authorities</li><li>• Consultants and other professionals</li><li>• Contractors and tradespeople</li><li>• Other hospitality providers</li><li>• Tourism organisations</li></ul>

### The Way We Do Things

Respect



Integrity



Community



Excellence





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U N D E R   T H E   S T A R S

## Acknowledgement

Reporting Officer Name	Signature	Date
Name	Signature	Date