

POSITION DETAILS

TITLE	Housekeeper and Office Assistant
REPORTS TO	Customer Experience Supervisor
LOCATION	Whakatāne Holiday Park
DATE	November 2023
DIRECT REPORTS	- Nil
FINANCIAL DELEGATION	- Nil

PURPOSE OF POSITION

This role performs cleaning, customer service and administration support duties at the Whakatāne Holiday Park to ensure our customers have an exceptional customer experience. The Holiday Park is a 24/7 operation and it is a requirement of this role to undertake duties on a rostered basis.

KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	The best interest of the organisation are represented at all times ensuring Council values are reflected in behaviours and professional delivery of role.
HOUSEKEEPING	Clean and sanitise all Cabins / Units / Communal areas Vacuum / mop all floors Changes all linen and make beds Clean and sanitise kitchen cupboards, appliances, benchtops, sinks & replenish stock Clean and sanitise bathrooms showers, toilets, cupboards, sinks & replenish stock Replace all bathroom linen. Empty rubbish Clean outdoor furniture & ashtrays. Protect all equipment and notify any damages, defects or inadequacies
OFFICE ADMINISTRATION	Ensure customers consistently receive exceptional customer service Manage booking system and cash and electronic transactions Maintain promotion boards, promotions and tourism information Provide seamless check in/check out service

RELATIONSHIP MANAGEMENT	<p>Effectively manage and maintain all internal and external relationships.</p> <p>Demonstrate excellent customer services to park visitors providing advice on park procedures and rules.</p> <p>Ensure key stakeholders and customers receive high quality responses in a timely manner that consistently reflect Council's objectives.</p> <p>Develop and manage relationships with key stakeholders to ensure consultation with interested groups and parties is professionally managed and promotes proactive, positive relationships.</p> <p>Ensure cultural protocols and safety practices are observed to support initiatives, consultation and relationships with Iwi.</p>
HEALTH, SAFETY AND WELLBEING	<p>Understand and implement Council's documentation and procedures to ensure risks to health and safety of those in the workplace are eliminated and / or controlled.</p> <p>Accurately report all work-related hazards, incidents and accidents and implement follow up corrective actions, as required.</p> <p>Provide support, as required, to the Senior Health, Safety and Wellbeing Advisor to complete internal audits, assessments and investigations.</p> <p>Attend and complete Health and Safety training ensuring certification, as required, is current.</p> <p>Undertake active worker participation and engagement in Council's health, safety and wellbeing practices and projects.</p>
ADDITIONAL DUTIES	<p>Assist with Emergency events as instructed, attending relevant training as required.</p> <p>Complete other duties that may be required, as appropriate.</p>

KEY RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none"> Public Service providers Contractors 	<ul style="list-style-type: none"> Council Elected members All staff

PERSON SPECIFICATION

QUALIFICATIONS AND PROFESSIONAL MEMBERSHIP	NA
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EXPERIENCE	Administration experience highly desirable
KNOWLEDGE, SKILLS AND ATTRIBUTES	<p>Can work independently</p> <p>Excellent attention to detail</p> <p>Takes pride in their work</p> <p>Is security conscious</p> <p>Highly developed interpersonal skills</p> <p>Contributes positively to team dynamics</p> <p>Excellent time management</p>
OVERALL	<p>Participates in Emergency Management as required</p> <p>Willing to work overtime and weekends as required.</p>

I, _____ agree and accept the duties and responsibilities captured in this position description.

Employee signature

Date

OUR VISION AND VALUES

*Tō tātau matakītenga
me ngā wāriutanga*

OUR VISION *Ngā matakītenga*

 **Better Together**
Toitū te Kotahitanga

WHAKATĀUKI

Hūtia te rito o te harakeke,
kei hea te kōmako e kō, kī mai ki ahau.
He aha te mea nui o te ao, māku e kī atu,
he tangata, he tangata, he tangata.

*Take away the heart of the flax bush and where
will the bellbird sing? If you ask me what is the
most important thing in the world
I will tell you, it is people, it is people, it is people.*

**We put people at the
heart of everything we do**
Toitū te Tangata!

- We value relationships
- We think of others
- We listen to understand
- We value our differences

We work as one team
Toitū te Mahi Tahi!

- We trust and support each other
- We speak up
- We share our story
- We back each other up
- We keep each other informed and up to date
- We involve each other
- We ask for help when we need it

**We are always learning
and improving**
Toitū te Taumata!

- We look for success on the horizon
- We seek out opportunities to grow
- We safely make mistakes
- We strive to be better
- We're open to change and embrace it
- We ask questions and challenge assumptions
- We reflect and review
- We ask for and share feedback
- We're brave and have courage

**We care about
our environment**
Toitū te Taiao!

- We keep our communities informed
- We are stewards of our place
- We bring people together
- We consider the needs of our communities
- We improve quality of life
- We are the community

**We are passionate
and proud**
Toitū te Mauri Ora!

- We love this place
- We love what we do and do what we love
- We bring energy and enthusiasm
- We look to have fun
- We aim for the best version of ourselves every day
- We acknowledge our efforts
- We share success stories
- We honour our past
- We look to the future together