



Guest Services Housekeeper

Section: Holiday Parks

Salary point: 3

Position number: PSC800 & PSC1046

Last updated: September 2024

Position objectives

Reporting to the Guest Services Housekeeping Team Leader, the position is highly visible and will carry out a variety of tasks contributing to the daily operations of the Port Stephens Koala Sanctuary through the delivery of quality cleaning, housekeeping and general guest services.

The position is required to work a minimum of 40 to a maximum of 76 hours per fortnight on a 7 day roster and may be required to work across any of Council's Holiday Parks.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

- Ensure all duties undertaken are performed in accordance with established procedures in a timely cost efficient and courteous manner
- Undertake cleaning tasks and associated activities within work schedules
- Project a positive image of the property and Council by maintaining excellent standards of customer service and presentation
- Assist the Guest Services Housekeeping Team Leader to achieve daily scheduled tasks and report any unsafe work practices, conditions or situations promptly
- Undertake general cleaning of the onsite facilities and amenities
- Promptly report all instances of building fault, damage, malfunction or hazard
- Deliver general guest services as required
- Undertake and deliver guest hampers as required

- Check all cleaning equipment and facilities are safe and serviceable prior to commencement of work and ensure all workplace safety procedures are followed
- When necessary, assist with all reasonable requests to ensure the smooth running of the Sanctuary
- Comply with Council's safety policy and procedures, ensure all work activities and sites are assessed and potential risks managed, contribute to risk treatment plans and safe work method statements, standard operating procedures and participate in safety inspections and toolbox meetings and complete incident reports

Key accountabilities

The position is responsible for the completion of regularly occurring tasks with general guidance on a daily basis.

Extent of authority

Tasks are to be performed under the direction of the Guest Services Housekeeping Team Leader.

Judgement and decision making

- The position involves the performance of tasks governed by established procedures and specific guidelines. Work is not often closely supervised and work programs may be determined within established priorities.
- Problems are readily solved by applying basic principles / procedures and established practices.

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service
- Ensure all documentation is completed on time and to required standards
- Conduct that demonstrated Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety
- Demonstrated commitment to completing tasks within time, cost and quality
- Commitment to learning and understanding of the Australian Business Excellence philosophy

Interpersonal

- Demonstrated ability to work as part of a strong team environment
- Demonstrated ability to use initiative, self-motivation, enthusiasm and ability to work unsupervised

Qualifications and experience

- Certificate III in Cleaning, Housekeeping or equivalent
- Experience in the cleaning or accommodation industry and a working knowledge of safe work practices and WH&S requirements
- Availability to work over a 7 day spread of hours
- Current Class C Drivers Licence

Capability Framework level: Foundational

Personal attributes	Relationships	Results	Resources
• Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability	• Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate	• Plan and prioritise • Think and solve problems • Create and innovate • Deliver results	• Finance • Assets and tools • Technology and information • Procurement and contracts

Position description approval

Employee

Date