

# Croydon Shire Council

## Position Description



<b>Position Title</b>	Cleaner – Caravan Park
<b>Department</b>	Finance
<b>Award</b>	Queensland Local Government Industry Award – State 2017
<b>Award Classification</b>	Stream B – Section 5 – Operational Services Level 2 plus relevant allowances
<b>Position Type</b>	Part Time
<b>Reports To</b>	Caravan Park Manager & Finance Manager

### Position Objective

Cleaning of Croydon Shire Caravan Park, including rooms and amenities, to a very high standard, having regard to hygiene, safety and customer needs.

### Duties and Responsibilities

1. Cleaning duties which include, but not limited to, sweeping, mopping and vacuuming floors, window cleaning, dusting and wiping down surfaces, removal of cobwebs, rubbish removal, washing/laundry, folding, cleaning and maintaining toilets and showers to an appropriate standard of cleanliness internally and externally.
2. Clean to a high standard with consideration to hygiene, safety and customer needs.
3. Clean Rooms/Cabins including appliances such as Microwaves, Fridges, TV's etc. changing of bedding and towels.
4. Cleaning of public use areas such as BBQ's, camp kitchen, and other common areas.
5. Ensure areas being cleaned are maintained in a secure state. Maintain security awareness and report all suspicious activities to Council.
6. Assisting Caravan park guests and visitors with their enquiries or requests for assistance.
7. Maintain an awareness of new cleaning methods and products.
8. Adhere to Safety Data Sheets – SDS when using chemicals, cleaning products and other substances
9. Report any faulty equipment to relevant supervisor/manager.
10. Provide relief to other cleaning positions in other areas and locations as required.
11. Compliance with Work Health and Safety Legislation including Council's Work Health and Safety Management System, SafePlan and Council policies, procedures and work instructions. Perform all work and associated functions in a safe manner and identify and report any concerns, near misses, incidents/accidents to your Supervisor and WHS Officer.
12. Always Comply with Croydon Shire Council's adopted Code of Conduct.
13. Actively seek opportunities to implement change that will contribute to improving efficiency and operations of Council.



## General

- Subject to prior approval by management, all employees should start no later than the assigned time and preferably arrive at least five (5) minutes prior for the purpose of setting up their work area.
- All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence.
- Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources.
- Establish and maintain effective professional relationships with Managers, Supervisors, Employees and Contractors.
- Maintain a positive team culture based on honest, trust and integrity.
- The employee shall show a spirit of cooperation towards their supervisor/s, other employees and the achievement of Council's aims and objectives.
- It is a requirement that all Council employees maintain a current manual "C" class driver's licence at all times where driving forms part of regular work activities.
- Foster and maintain strong public relations with Council's ratepayers, customers and other bodies directly or indirectly associated with Council.
- Provide consistent and excellent customer service to all stakeholders.

## Qualifications / Skills / Experience

### Essential

1. Knowledge and experience in all aspects of general cleaning.
2. Sound knowledge of the use of cleaning products.
3. The physical ability to carry out cleaning duties.
4. Ability to legally operate a motor vehicle under a C class licence.

### Additional

5. Sound level of verbal and written communication skills and ability to effectively deal with a broad range of customers.
6. Be self-motivated and have excellent time management, planning and organisational skills.
7. Ability to work under limited direction and supervision and maintain a friendly and helpful work attitude.

## Key Performance Indicators (KPI's)

1. Compliance with Caravan Park policies and procedures.
2. Ensure effective documentation of incidents, accidents and illness.
3. Accurate and timely completion of cleaning tasks and associated checklists.
4. Actively contribute to the quality improvement process across the Caravan Park.
5. Actively participate in staff meetings and training opportunities.
6. Working with mutual respect and collaboratively with staff.
7. Positive engagement with Park visitors and guests.
8. Compliance with Croydon Shire Council's Work Health and Safety Management System, including policies, procedures, standards and work instruction.
9. Compliance with Croydon Shire Council's Code of Conduct.
10. Contribution to the efficient and productive operation of the Croydon Caravan Park and the Local Government Organisation.



## Selection Criteria

1. Qualifications or experience in general cleaning.
2. Knowledge of use of appropriate cleaning products and ability to interpret and comply with Safety Data sheets - SDS
3. Knowledge and commitment to safe working practices.
4. Good interpersonal and communication skills.
5. Physically able to complete manual tasks in the varying climate conditions.

## Certification

Employee Name:

Employee Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Chief Executive Officer:

Chief Executive Officer Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_