# Croydon Shire Council Position Description



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

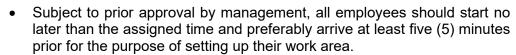
### **Position Objective**

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





- 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
- 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.