



POSITION DESCRIPTION

1 TITLE

Roadhouse and Caravan Park Coordinators

2 CLASSIFICATION

Level 3 Local Government Officers' (Western Australia) Award 2021

3 SECTION

Roadhouse and Caravan Park

4 POSITION OBJECTIVES

4.1 Roadhouse & Caravan Park

Undertake day-to-day operation and relief management of the Murchison Oasis Roadhouse and Caravan Park as a community focused and sustainable operation and in the process ensure meals and services provided are of a high order and where required undertake backup relief duties for lower level employees.

Strive to continuously improve and maintain harmonious relationships between roadhouse staff, the local community and tourists and travelers.

4.2 Works, Administration and Roadhouse

Provide support and work as an integral part of the Office and Works Administration and Roadhouse Teams.

4.3 Other

Provide a helpful, efficient and courteous service to other staff and contractors, ever conscious of creating a "team spirit" ethos.

5 REQUIREMENTS OF POSITION

5.1 Skills

- 5.1.1 Developed skills in food preparation, cooking takeaway/inhouse meals
- 5.1.2 Sound skills in operating small plant items
- 5.1.3 Developed problem solving and conflict resolution skills
- 5.1.4 Developed negotiation skills
- 5.1.5 Developed verbal and written communication skills
- 5.1.6 Developed time management and organisational skills
- 5.1.7 Developed public relations and interpersonal skills
- 5.1.8 Proven ability to work under pressure

5.1.9 Ability to follow direction

5.2 Knowledge

5.2.1 Extensive knowledge of Roadhouse operations

5.2.2 Basic understanding of Occupational Health and Safety Principles

5.2.3 Basic knowledge of accounting processes

5.2.4 Working knowledge of Microsoft Office suite of programs including Word, Excel and Outlook

5.2.5 Basic knowledge of Local Government Practices

5.2.6 Basic knowledge of roadhouse bookkeeping operations

5.3 Experience

5.3.1 At least two years (2) experience in working in Roadhouse operations

5.4 Qualifications and/or training

5.4.1 Food Handling Certificate

5.4.2 Food Safety Supervisor Certificate

5.4.3 A current 'C' Class Drivers' Licence.

5.4.4 National Police Clearance

6 KEY DUTIES AND RESPONSIBILITIES

6.1 Café Operations

6.1.1 Manage and operate the café on a day-to-day basis in compliance with Department of Health standards and requirements

6.1.2 Deliver high-quality customer service, including providing tourism information on local attractions such as the Museum, Botanical Walk, and Errabiddy Bluff

6.1.3 Maintain cleanliness and hygiene across the roadhouse kitchen and dining areas

6.1.4 Order stock and supplies to ensure the café operates efficiently and without interruption

6.1.5 Prepare and cook meals for both dine-in and takeaway service

6.1.6 Monitor and record fridge and freezer temperatures to ensure food safety compliance

6.1.7 Ensure free coffee is consistently available to passing drivers, as advertised

6.1.8 Apply Local Loyalty Scheme discounts to authorised members

6.1.9 Develop menus and specials that reflect the Murchison identity, incorporating local produce and promoting healthy eating options

6.1.10 Plan and deliver one community activity per month for residents and visitors, with support from Administration staff

6.1.11 Deliver catering services for Shire community events as required

6.2 Caravan Park Operations

6.2.1 Oversee all caravan park bookings and ensure quality service is provided to patrons upon arrival, throughout their stay, and at departure

6.2.2 Manage motel room bookings and deliver consistent service to guests during check-in, stay, and check-out

- 6.2.3 Maintain cleanliness and presentation of the caravan park, including public toilets, ablution blocks, laundry facilities, and the gazebo.
- 6.2.4 Ensure motel rooms are properly maintained, cleaned, and serviced in a timely and professional manner
- 6.2.5 Monitor and manage power supply to the gazebo and powered sites
- 6.2.6 Undertake hands-on maintenance of motel rooms, roadhouse infrastructure, parks, gardens, gazebo, BBQ area, and surrounding grounds as required
- 6.2.7 Assist in Pool operations such as water testing and cleaning.
- 6.2.8 Support the collection of customer feedback from caravan park users and provide this information to administration for collation and review

6.3 Relief Roadhouse and Caravan Park Management

- 6.3.1 Coordinate and manage staff rosters and timesheets in collaboration with the Community Manager
- 6.3.2 Ensure end-of-month forms for accommodation and meals provided to external consultants include appropriate signatures and job allocation numbers, where expenses are covered by the Shire
- 6.3.3 Provide operational and maintenance advice for all roadhouse and caravan park buildings
- 6.3.4 Advise and consult with the Community Manager on all operational and maintenance requirements
- 6.3.5 Support Tourism in the Shire of Murchison ensuring adequate information is available for all staff
- 6.3.6 Troubleshoot and resolve issues related to fuel operations as required
- 6.3.7 Maintain accurate recording and authorisation of all invoices and orders within delegated limits. Verify that goods ordered and received meet required standards of quality, quantity, and price. Advise the Community Manager on sell prices for stock in accordance with Council policies
- 6.3.8 Manage the point-of-sale system, including invoice entry, end-of-day reconciliation, and regular stocktakes

6.4 Finance

- 6.4.1 Ensure the security of all monies generated in the roadhouse and that takings are accurately reconciled and received by the Council
- 6.4.2 Ensure fuel sales are properly documented, including cash transactions and internal sales to Shire staff

6.5 Other

- 6.5.1 Conduct weather reports readings and log and register the weather information with the Bureau of Meteorology
- 6.5.2 Any other duties as directed by the Chief Executive Officer or Community Manager within the persons skills, knowledge and ability

6.6 Corporate Governance

- 6.6.1 Contribute to the development of Council's strategic management and other corporate management plans
- 6.6.2 Work collaboratively with other departments, internal and external
- 6.6.3 Participate in Shire staff meetings when required
- 6.6.4 Promote and develop the Council's image, standing and role in the community

- 6.6.5 Contribute to the delivery of quality services and identify areas for service delivery improvement

6.7 Organisational Values

- 6.7.1 Adherence to Shire Code of Conduct and Organisational Values as from time to time developed and amended. These are an integral part of the position. They are a shared set of values to assist in guiding staff behaviors in terms of how we interact with each other and how we treat people in a professional manner in and around our community as part of our day-to-day operations and service delivery.

6.8 Occupational Health and Safety

- 6.8.1 Take reasonable steps for own OH&S and that of others affected by your work
- 6.8.2 Comply with safety procedures and directions agreed between management and employees
- 6.8.3 Ensure that items or facilities provided in the interests of health, safety and welfare are not willfully interfered with or misused
- 6.8.4 In accordance with agreed Council procedures for accident and incident reporting, report potential and actual hazards to supervisor or elected health and safety representative

7 ORGANISATIONAL RELATIONSHIPS

7.1 General

Council is a very small organisation and comprises a number of staff in the office, roadhouse and works areas that may have different reporting responsibilities but effectively operate as an integrated team.

7.2 Reports to

Community Manager

7.3 No of Reports

Roadhouse and Caravan Park Staff

7.4 Key Relationships

Administration Works and Roadhouse

Chief Executive Officer, Community Manager, Works Manager, Finance Manager, Finance Officer, Administration Officer, Roadhouse staff, Gardener/Handyman.

Other

Internal Other Shire Staff

External General Public (including Ratepayers), Shire Contractors, Consultants and other Service Providers

8 EXTENT OF AUTHORITY

Operates under direction of the Community Manager within established guidelines, procedures and policies of Council as well as statutory provisions of the Local Government Act and Regulations and other legislation.

9 SELECTION CRITERIA

9.1 Essential

- 9.1.1 At least two years (2) experience in a Roadhouse Manager or equivalent position, with appropriate qualifications and/or extensive experience in areas as identified in the position outline
- 9.1.2 Developed leadership and team development skills
- 9.1.3 Effective public relations and interpersonal skills – demonstrated ability to deal effectively with members of the public, staff and elected representatives, effective conflict resolution and negotiation skills
- 9.1.4 Effective time and personal management skills
- 9.1.5 Effective verbal and written communication skills
- 9.1.6 Basic knowledge of Local Government governance structure and practices
- 9.1.7 Sound knowledge of and hands-on experience in using and managing Information and communication technology including Microsoft Word, Excel and Outlook
- 9.1.8 Sound understanding of Occupational Health & Safety Principles
- 9.1.9 A current WA 'C' class (or equivalent) driver's license

9.2 Desirable

- 9.2.1 Experience working as a chef
- 9.2.2 Food Safety Supervisor certificate