



CITY OF ALBANY POSITION DESCRIPTION CAMPGROUND CARETAKER

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we can't be all things to all people.

2. POSITION IDENTIFICATION

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|---|--|
| TITLE: Campground Caretaker | <pre>graph TD; A[Manager City Reserves] --> B[Natural Reserves Supervisor]; B --> C[Campground Caretaker];</pre> |
| LEVEL: Level 3, City of Albany Industrial Agreement 2023 | |
| DIRECTORATE: Infrastructure, Development and Environment | |
| REPORTS TO: Natural Reserves Supervisor RESPONSIBLE FOR: Nil | |

3. POSITION OBJECTIVE

The position is responsible for supporting the City of Albany by overseeing campground operations, ensuring compliance with site rules, maintaining the campground environment, and providing excellent customer service to visitors.

1. KEY RESPONSIBILITIES

General

- Provide clear and concise communication to visitors, ensuring alignment with the City's values of safety, respect, and professionalism.
- Do not disclose confidential information or use it for personal use.
- Complete and submit accurate time sheets on a regular basis as directed by the City.
- Encourage the introduction and implementation of best practice work activities and continuous improvement in the running of the campground and recreational facilities.
- Oversee and monitor working conditions and practices to ensure the safety of the general public and compliance with Work Health and Safety legislation.
- Co-ordinate and control the Camping activities at the campground within the rules of the site as set out by the City of Albany.
- Maintain the natural and built environment within the campground in a clean, tidy and orderly manner.
- Maintain hygienic toilet facilities at the campground between cleaning days.
- Keep a record of overnight visitors and their information as guided by the City.

Caretaker Duties

- Provide professional, courteous customer service to all visitors, ensuring a positive experience during their stay.
- Undertake the day-to-day running of campground operations such as registration, fee collection, and maintenance activities with limited supervision.
- Inform and direct campers to fee pillars or booking system for fee payment. Check campers have paid the appropriate fees for the length of stay.
- Monitor the hygiene and ensure the public facilities at the campground are kept in a clean, tidy and operational state.
- Manage waste at the campgrounds, alerting the Natural Reserves Supervisor to arrange additional collection of large skip bin during summer season.
- Carry out minor repairs and maintenance of all camping and day-use facilities (as approved). Reporting infrastructure damage to the Natural Reserves Supervisor.
- Obtain formal approval from the Natural Reserves Supervisor for any non-minor works.
- Undertake cleaning of campground facilities and informational signage.
- Ensure campers and the public comply with and observe the rules of the campground as provided by the City.
- Document any violations of campground rules and report to the Natural Reserves Supervisor for appropriate action.
- Undertake emergency procedures if required, notifying emergency services when required.
- Monitor nearby illegal camping hotspots and dismantling illegal campfires within campsites as required

Work Health and Safety

- Take reasonable care for own health and safety and for the health and safety of others, including the implementation of risk control measures that are within own control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WHS Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness, or near misses. It is important to report all injuries, no matter how insignificant they may seem.
- Provide alternative contacts in case of emergency.

2. REQUIREMENTS OF THE JOB

Skills

- Excellent interpersonal skills to build productive relationships with people at all levels within and outside the team.
- Strong organisational and time-management skills with the ability to manage multiple tasks efficiently.
- Ability to relate very well with others, listen, understand and adapt to different audiences.
- High level of customer service skills.
- Ability to plan and organise own work schedules and order materials in a timely manner.
- Good written and verbal communication skills.
- Ability to perform minor maintenance tasks, including basic repairs and upkeep of campground facilities.

Knowledge

- Working knowledge of Work and Health and Safety Regulations and safe working practices.
- Understanding of effective sanitation and cleaning processes to maintain hygiene standards.
- Sound knowledge of general camping regulations and operations (desirable).
- Knowledge of the camping ground and surrounding area (desirable).
- Experience in managing natural areas (desirable)

Experience and Qualifications

- Previous experience in a caretaking role or supervision of campgrounds (desirable).
- Previous experience with the public and handling difficult customers.
- 'C' Class Drivers Licence.
- National Police Clearance.
- Willingness to sign a Working with Children Check Declaration or provide a Working with Children Check.
- First Aid Certificate (desirable).
- Chemical Handling Certificate (desirable).
- Chainsaw Ticket (desirable).
- Previous experience in bushfire fighting (desirable).
- Previous experience in a compliance role (desirable).

Other

- The Caretaker is required to use their own vehicle for work-related travel, with the minimum vehicle requirements outlined by the City of Albany.
- The Caretaker is required to live onsite and must have their own accommodation/van and are required to be self-sufficient.

3. CERTIFICATION

As the occupant of this position, I have noted and agreed to the statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____ SIGNATURE: _____

DATE: _____

WITNESSED BY

(Manager or above): _____ DATE: _____