shire of Ashburton
opportunity to community

Position Description

Caravan Park Assistant

Directorate	Community Development
Department	Caravan Parks
Job Family	Officer
Reports to	Caravan Park Manager
Direct Reports	N/A
Location	Onslow, WA
Industrial Instrument	*Shire of Ashburton Industrial Agreement 2026*
Classification	Level 2

Vision

We will be a welcoming, sustainable, and socially active district, offering a variety of opportunities to the community.

Values

Respect	**Openness**	**Teamwork**	**Leadership**	**Excellence**	**Health & Wellbeing**

About the Role

Role Objective / Purpose

Assist with frontline customer service and general upkeep of the Shire's caravan park and Onslow Sun Chalets facilities.

Key Role Outcomes

- Provide high level customer service, administration duties, and address queries from guests users;
- Ensure facility assets are clean, and maintained to a high level, including cleaning and ongoing maintainance of chalets, pool and grounds (where relevant);



- Provide ongoing assistance and coverage for facility managers and caretakers; and
- Various adhoc tasks as required to support wider team.

Workplace Safety and Diversity, Access and Inclusion is a shared responsibility of all staff.

Work Duties

The position description does not act to limit or set specific duties required to fulfil this role, this document serves to describe the role, outline required outcomes and set expectations. All employees are required to have a flexible approach to their work, including undertaking work duties which may fall outside those required of this role. All employees must comply with reasonable and lawful directions.

Core Competencies

The following competencies are required of **all roles** within the Shire and are ranked to reflect differing levels of responsibility. These competencies reflect the Shire's Values of Respect, Openness, Teamwork, Leadership, Excellence, Health and Wellbeing which apply at all times, to all staff, in all roles.

Competency	Required Level
Health and Safety	**Fundamental:** Applies Job Safety Analysis, Safe Work Method Statements and other safety procedures to own work and immediate work area. Maintains a safe workplace and actively participates in hazard identification and reporting. At all times acts in accordance with the principles identified in the Local Government Act and State and Federal legislation.
Accountability	**Intermediate:** Works under general supervision up to limited supervision. Applies discretion in own task sequencing, may develop job specific systems to assist in the completion of allocated tasks. Receives general direction and selective checking of work.
Judgement and Decision Making	**Fundamental:** Work procedures generally well established. Decisions made impact on local work areas and team. Discretion applied within established



	procedures. Judgement is limited to own work. May make simple recommendations within local work area.
Time Management	**Intermediate:** Able to manage own workload and prioritise within usual work patterns.
Customer Service	Advanced: Effectively communicate with clients and members of the public and in the resolution of minor matters. The employee will reflect and always demonstrate the code of conduct of the organisation, its values and work with the highest level of integrity.
Financial Management	**Fundamental:** Adhere to set budgets in purchasing. May provide some general feedback in respect to costs and spending derived from operational responsibilities.
Leadership	**Fundamental:** Extent of leadership is setting a positive example through ones own actions to influence peers and supervisors.

Role Specific Competencies

These are the specific competencies required of the role.

Competency	Required Level
Problem Solving	**Fundamental:** Able to solve minor problems that relate to immediate tasks. Solve problems in accordance with managerial directives, policies of Council and legislative requirements.
Policy or Legislative Interpretation	**Fundamental:** Apply procedures or work processes to own work.
Conflict Resolution	**Intermediate:** Able to handle a range of routine and usual requests from staff or members of the public and resolve



	minor differences of opinion and/or requiring further explanation.
Communications Skills	**Intermediate:** Business level written and verbal language skills expected for most roles where a major portion of the communication is written. This includes ability to use standard office programs, including formatting, spellcheck and use appropriate grammar. Able to resolve minor matters.
Report Writing	**Intermediate:** Uses hand held, powered and non-powered equipment. May use some ride on (non specialised) machinery.
Equipment Operation	**Intermediate:** Able to use software to complete more complex administration tasks.

Licenses, Registrations, Memberships or Qualifications Required of Role

- Minimum C Class Drivers Licence;
- Current National Police Clearance (dated within 6 months of commencement); and
- Current First Aid (desirable, but not essential)

Experience, Skills, Knowledge Required of Role

- Relevant experience in accommodation of hospitality roles.
- Basic to intermediate Excel and Word (desirable experienece with booking software).



Confirmation

I have received, read, and familiarised myself with this position description:

Name _____

Signed _____

Date _____

Position descriptions may be reviewed on an annual basis, as part of the Shire's annual performance review process.

