



Position Description

Position Title	Casual Cleaner – Caravan Park
Department	CEO
Award	<i>Queensland Local Government Industry (Stream B) Award – State 2017</i>
Award Classification	Stream B – Division 2, Section 5 – Operational Services Level 1 plus relevant allowances
Position Type	Casual
Reports To	Caravan Park 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 including but not limited to, sweeping, mopping and vacuuming floors, window cleaning, dusting and wiping down surfaces, removal of cobwebs, rubbish removal, washing, folding, cleaning and maintaining toilets and showers to a high standard of cleanliness, hygiene, safety and customer needs.
2. Cleaning Rooms/Cabins including appliances such as Microwaves, Fridges, TV's etc. changing of bedding and towels.
3. Cleaning of public use areas such as BBQ's, camp kitchen, and other common areas.
4. Ensure areas being cleaned are maintained in a secure state. Maintain security awareness and report all suspicious activities to Council.
5. Assisting Caravan park guests and visitors with their enquiries or requests for assistance.
6. Maintain an awareness of new cleaning methods and products.
7. Adhere to Safety Data Sheets (SDS) and Workplace Health & Safety Standards when using chemicals, cleaning products and other substances.
8. Report any faulty equipment.
9. Provide relief to other cleaning positions in other areas and locations as required.
10. Actively seek opportunities to implement change that will contribute to improve efficiency and operations of Council.

Stakeholder engagement

Establish a reputation for reliance and trust across the spectrum of stakeholders, including management, peers, fellow workers and the general public.



Code of Conduct

Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct may be subject to disciplinary action.

Work Health and Safety

Comply with all work health and safety legislation, Councils Work Health and Safety Management System, and Council policies/procedures/work instructions and codes of practice. 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 Advisor. Use appropriate protective clothing and equipment.

Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

Mandatory attendance at Toolbox talks and training.

General

- Ensure punctuality and preparedness at the beginning of shifts. 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.
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- Establish and maintain effective professional relationships with Directors, Managers, Supervisors, Employees and Contractors.
- Maintain a positive team culture based on honesty, trust and integrity.
- Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws.
- The employee shall show a spirit of cooperation with their supervisors, 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.

Governance

- Ensure best-practice and compliant Records Management system is adhered to for the secure protection of Corporate Records.
- Contribute to policy, procedure, guideline development across Council ensuring each is up to date.



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 Code of Conduct.
9. Contribution to the efficient and productive operation of the Local Government Organisation.
10. Performance of work and associated functions in a safe manner.
11. Compliance with Croydon Shire Council's Work Health and Safety Management System.

Selection Criteria

1. Qualifications or experience in general cleaning.
2. Knowledge of use of cleaning products.
3. Awareness of cleaning products and their use, and ability to comply with Safety Data Sheets.
4. Physically fit to perform the physical aspects of cleaning duties, including bending, crouching, squatting, reaching, standing for extended periods, and using a small ladder.
5. Knowledge and commitment to safe working practices.
6. Good interpersonal and communication skills.



Certification

I have read the position description, and I am aware of the position requirements.

Employee Name:

Employee Signature _____

Date ____/____/____

Chief Executive Officer:

Chief Executive Officer Signature _____

Date ____/____/____