



JOB TITLE Foreshore Ranger (Administration)

DATE 10/05/2023

REPORTS TO Foreshore Manager

AWARD Miscellaneous Award 2020

REMUNERATION Award or Above Award rates pending experience

JOB DESCRIPTION

Purpose of role

The purpose of this role is to provide administrative support to the operations of Whitecliffs Foreshore Reserve through impeccable customer service. This includes routine camping and administration functions as well as delivery of actions in the Coastal Management Plan as directed by the Foreshore Manager. This role is primarily office based though it will include outdoor work as required, particularly during winter.

Main duties and responsibilities

- Providing general administrative support to the Foreshore Manager.
- Deliver high-quality customer service to all stakeholders of the reserve by providing information, direction and encouragement.
- Answering phone calls, emails, complaints, and enquiries from a wide range of stakeholders.
- Managing the Newbook booking system, campsite allocations, fees and related tasks.
- Assisting in the management of reports, files, and complaints from customers, ensuring such complaints are handled in an efficient and effective manner.
- Undertaking further Professional Development as required to enhance the capacity to effectively carry out this role. This will include participating in PD opportunities to increase knowledge and skills related to the office financial management systems and operations.

- Assist the Foreshore manager to develop and implement marketing procedures to increase community engagement, education, and visitation to the foreshore.
- Assist in the development of grant applications.
- Ensure adherence to camping rules and conditions by providing assistance and a supportive role within the reserve.
- Support camping operations by processing online bookings, maintaining related signage, inspecting facility cleaning services, monitoring illegal camping and any other related tasks.
- Supporting the effective management of boatsheds, particularly those issues related to Permits, Transfers, Public Liability and Maintenance Reports.
- Ongoing management of Coastal retreats – liaising with contractors.
- Ongoing management of Watercraft on the Foreshore.
- Completing various outdoor routine tasks during winter.
- Rubbish collection in public areas.
- Completion of projects as directed by the Foreshore Manager.

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

Other duties

Fulfil other duties as required by the Foreshore Manager.

PERSONNEL SPECIFICATION

Qualifications, permits

licences

- First Aid (Level II) (Desirable)
- Current Manual Australian driving licence with a good driving record (essential).
- Current Working with Children Check (essential).
- National Police Check (essential).

Experience

- Newbook Property Management System (Desirable)
- High quality customer service delivery history.
- Autonomous work ethic.
- Website and social media administration.
- Xero accounting software (Desirable).
- Government department communication.
- Comfortable completing manual tasks in an outdoor environment.

Knowledge

- Advanced computer literacy.
- Microsoft office suite proficiency.
- Camping and camping equipment familiarity.
- Knowledge of the Mornington Peninsula and surrounds.

Skills & competencies

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given. Work diligently to reduce wasted time.
- **Safety and risk conscious:** ability to assess work tasks and apply organisational safety and risk assessment principles to ensure safety of yourself and others.
- **Adaptability:** ability to change focus quickly and reprioritise to ensure urgent works are completed.
- **Autonomy:** plan and organise their workday and tasks, can initiate change to work practices or policies or their own personal working style. Understands the operational environment and adapts accordingly and acts proactively and with integrity.
- **Critical Thinking and Problem Solving:** ability to apply analytical skills to work through issues and devise pragmatic and innovative solutions.

Personal attributes

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

Employment accountabilities

All incumbents performing this position description are subject to the organisation wide accountabilities outlined in the **Whitecliffs to Camerons Bight Foreshore Reserve Employee Handbook** and the organisational **Confidentiality Agreement**.

The nature and location of the work demands a high level of safety consciousness, as such, employees will be inducted and expected to uphold company **Work, Health and Safety policies** for the protection of themselves and others.

Performance Appraisal

Performance appraisals will be conducted bi-annually to ensure position duties and responsibilities are being met and to identify opportunities for training and improvement.

Performance Appraisals will be conducted in May and November each year.