



SHIRE OF PERENJORI

POSITION DESCRIPTION – CARAVAN PARK MANAGER

Position Title	Caravan Park Manager
Classification of Position	Contract
Award Agreement	Shire of Perenjori Enterprise Agreement 2025 (EA) supported by the Local Government Industry Award 2020
Direct Supervision	Nil
Reports To	Manager Corporate and Community Services
Department / Section	Corporate Services

1. POSITION SUMMARY

As the Caravan Park Manager, you are responsible for operating Council's Caravan Park in the Perenjori townsite. You are responsible for the day-to-day management and administrative operations of the Caravan Park and are required to monitor the appearance and presentation to a high standard whilst providing a professional service to visitors. As part of your role, you will also be required to maintain record keeping and financial systems in line with Shire procedures.

2. KEY DUTIES / RESPONSIBILITIES

- Attend to bookings and placement of vans into the Caravan Park.
- Day-to-day customer liaising, including servicing new enquiries and bookings.
- Implement and update procedures where necessary.
- Ensure safety standards and OHS practices and policies are adhered to.
- Manage the day to day running of the office, including answering calls and taking payments for accommodation and utilities.
- General office management, including photocopying, printing brochures, email, etc.
- Maintain good relations with all stakeholders and always promote Council's operations in a professional manner.
- Maintain the Caravan Park premises, grounds, lawns and gardens.
- Liaise with the Team Leader of Cleaning regarding cleaning and maintaining the Caravan Park, Chalets, Ablution Facilities and Infrastructure.

- Daily cleaning of Camp Kitchen and ablutions adjacent to Office.
- Assist cleaning team if required.
- Maintain Caravan Park records including bookings and financial records daily.
- Carry out social media and marketing activities, promoting the services of the Caravan Park.
- Promote the use of the 'Visit Perenjori' website.
- Maintain good working relations with external companies to retain customers.
- Provide customer service and information to visitors on local attractions and services.
- Maintain laundry and ablution areas daily and report any maintenance requirements as per the Council procedures.
- Place rubbish bins ready for weekly collection or liaise with the Manager Infrastructure Services if additional collection is required.
- Ensure reasonable discipline and safety is observed in the Caravan Park, enforcing the 10pm quiet curfew and the speed limits throughout the park.
- Direct any complaints from tenants to the Manager Corporate and Community Services.
- Identify and report damage / maintenance requirements to Shire Administration Office using the relevant forms.
- Any other duties as requested by the Manager Corporate and Community Services.

3. GENERAL ACCOUNTABILITIES OF THE POSITION

- Assist Council to achieve the objectives of the Caravan Park through ensuring policy and procedures including OSH are followed.
- Assist with business improvement processes.
- Operate in accordance with the provisions of the Caravan Park and Camping Ground Act and Regulations.
- Practice good governance in day-to-day activities.

4. SELECTION CRITERIA

Essential

- Excellent interpersonal skills with the ability to communicate with all levels of stakeholders.
- Good organisational skills including the ability to work with minimal supervision.
- Be adaptable and flexible with hours, considering hours may be longer during the peak season and can be offset by less hours in the quieter periods.
- Sound written and verbal skills.
- Be adaptable and approachable when dealing with changing situations / bookings.
- A can-do attitude.
- Manual skills in gardening, routine property maintenance and the use of cleaning equipment and chemicals.
- Computer literacy and office administration skills.
- Willingness to acquire knowledge of local visitor attractions whilst developing working relationships with local businesses and the Tourist Centre.

- Hold a current “C” class Motor Driver’s License.
- Provide a current (no older than 12 months) Police Clearance.

5. ORGANISATIONAL CONTEXT

Shire of Perenjori Administration Organisation Structure 2025

