



Position Description

RESERVATIONS ASSISTANT – Balranald Caravan Park

Directorate	Governance, Business & Community Services
Reports to	Caravan Park Coordinator
Position Code	RA1
Classification	Band 1 Level 3
Status	Casual
Other conditions & benefits	N/A
Pre-employment checks/legislative requirements	Medical Check
Location	70 Market Street Balranald, NSW
Date position description approved	30 June 2022, updated 13 March 2025

Council overview

Covering approximately 21,400 sq kilometres, Balranald Shire encompasses a diverse natural landscape which includes the world heritage listed Mungo National Park and the picturesque Yanga National Park.

Surrounded by the wonders of the Murrumbidgee, Murray, Lachlan, Wakool and Edward Rivers, the area offers the opportunity to relax and enjoy some of the most unique natural scenery in Australia. There is an abundance of great fishing, water sports and nature just waiting for you.

Balranald is situated on the Sturt Highway and is just a 1 hour drive from the regional city of Swan Hill and 1¾ hours' drive from Mildura.

The area is surrounded by rich agricultural lands, the unique townships of Balranald and Euston and the hamlets of Kyalite, Oxley, Hatfield and Penarie (Homebush).

Council values

Honesty # Respect # Enjoyment # Teamwork # Openness # Leadership # Customer Focus

Primary purpose of the position

The position of Reservations Assistant provides support to the Caravan Park Coordinator in carrying out duties associated with the efficient management of the Balranald Caravan Park by providing customer service to visitors.

Key accountabilities

Within the area of responsibility, this role is required to:

- Support the Caravan Park Coordinator with provision of administrative support to ensure the smooth running of the Caravan Park including communicating with residents and patrons in person, via phone or electronic means in securing bookings for a range of accommodation.
- Offer advice to patrons of the Park in order to promote Balranald Shire and the region as an attractive tourist destination, with a high level of customer service
- Cash monies and EFTPOS machine to be reconciled on a daily basis
- Perform financial reconciliation of daily takings in line with recorded bookings and receipting in accordance with existing software systems 'RMS' guidelines
- Daily inspection to facilitate maintenance and cleanliness of the Park and facilities and associated entering of requests to Councils systems and standards
- Perform general cleaning of facilities and amenities within the Park as required
- Monitoring contractor performance in ensuring cleaning and grounds maintenance is performed in accordance with Council's contract obligations
- Ensuring Park patrons adhere to the 'Rules of the Park' particularly in relation to maintenance of peace and harmony and check in/check out requirements and application of appropriate charging for accommodation used
- Completion of weekly time sheet as required
- Undertake all training and professional development necessary to perform the role
- To maintain a safe and secure environment – check and monitor - Signage, lighting, computer linkages, monitor – CCTV
- Establishing booked 'Arrivals and Departures' for the day and following up that these occur. Transfer arrivals to Daily Occupancy Sheet
- Money Handling – Cash and EFTPOS transactions for all the above.
- Contact Police when any issues of concern occur, after discussing options with Caravan Park Manager e.g. domestic violence, robbery, excessive noise etc. Report back to Council as soon as possible if this occurs.
- Be available to be 'on-call' in the evening (after office hours) to accept phone enquiries and deal with any problems that may occur at the Caravan Park
- Comply with Council's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities, as amended from time to time
- To support Council objectives in the public forum
- To display a positive attitude towards Council policy and decisions in relation to the position and the public image of the Council
- To provide a positive personal contribution in the exchange of information between team members, across business departments and with customers
- To contribute to a Service Improvement Program by participating in teams aimed at work improvement
- To lead, encourage and participate in team activities

- To participate in training programs designed to increase efficiency and effectiveness
- Presentation of a courteous and helpful image to Councillors, internal officers, outside organisations and customers
- Maintenance of confidentiality in performing the duties of the position and in liaising with internal officers, outside organisations and customers

Key challenges

1. To ensure Caravan Park facilities are kept clean & tidy, whilst delivering friendly and timely customer service.
2. Ensure the General Manager and Directors are informed of any issue which may affect the community and/or service delivery.

Key relationships

Internal	Why
Employees, Coordinators, Directors	The position is required to provide decisions which typically span across the whole organisation.
External	Why
Residents and ratepayers, Government Agencies	The position contributes to the organisation's overall direction and has significant influence on the areas overseen. The position provides a critical service function on behalf of Council.

Autonomy and Decision Making

The role requires the employee to deliver advice and service on behalf of Council as well as assisting and working with other staff. Judgement and independent research may be required, when there are no clear answers. Decisions are typically guided by broad policy, legislation or discussions with the relevant Director.

Code of Conduct, Policies, Protocols and Procedures

All employees are to adhere to Council's Code of Conduct, Policies and Procedures at all times.

Fraud and Corruption Prevention

Council has a zero tolerance towards fraud, corruption or any behaviour that may bring Council into disrepute with the community. All Council employees have a responsibility to identify, prevent and report fraud, corruption and behaviour that may bring Council into disrepute.

WHS & Risk Responsibilities

- Act at all times in a manner which does not place at risk the health and safety of any person in the workplace.
- Maintain a safe work environment in accordance with Balranald Shire Council's Workplace, Health and Safety Policies and Procedures.
- Assist in the on-going maintenance of a safe workplace through involvement in the implementation of safe systems.
- Actively participate in the rehabilitation of employees injured at work.
- Participate in mandatory Health and Safety training sessions.
- Identify, analyse and treat hazards in the workplace.
- Be responsible and accountable for taking practical steps to minimise Council's exposure to risk in so far as it reasonably practicable.
- Understand and adhere to the principles of Risk Management relevant to the job role.
- Provide input into various risk management activities.
- Report all emerging risks, issues and incidents.

Selection Criteria

Essential Experience & Qualifications

- Understanding of Workplace Health and Safety requirements
- Ability to work autonomously and with little direct supervision
- Excellent communication and organizational skills
- Strong interpersonal and problem-solving abilities
- Highly responsible and reliable
- Current Class C Drivers Licence (NSW)
- Current NSW Working with Children Check (or ability to obtain prior to commencement)
- Satisfactory Criminal Record Check
- Ability to work cohesively as part of a team





Desirable Requirements

- Experience in a similar role including caravan park operations, tourism or customer service
- High level communication skills both verbal and written including the capacity to interact with all levels of staff and public
- Experience in administration office duties and retail
- Well-developed computer literacy skills in the use of a variety of computer software packages, including RMS and Microsoft Office
- Capability to work within a roster system
- Knowledge of the Balranald Region regarding tourism related activities, events, accommodation – and/or ability to learn this information
- Demonstrated ability to model Council's key values and desired behaviours

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Intermediate
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Adept
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Intermediate
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Foundational	<ul style="list-style-type: none"> • Is open and honest • Tells the truth and admits to mistakes • Follows the code of conduct, policies and guidelines • Has the courage to speak up and report inappropriate behaviour and misconduct
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Participates constructively in unit planning and goal setting • Helps plan and allocate work tasks in line with team/project objectives • Checks progress against schedules • Identifies and escalates issues impacting on ability to meet schedules • Provides feedback to inform future planning and work schedules
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness