

Position Description

Position Details

Position title	Waimate Lakes Camp Supervisor
Reports to	Parks and Reserves Manager
Group	Asset Group
Staff	Nil
Employment type	Temporary
Hours of work	Various hours per week up to a maximum of 40 worked flexibly across the camping season
Location	Waimate Lakes
Date reviewed	1 July 2021
Minimum review date	1 July 2023

Purpose

The Waimate Lakes Camp Supervisor is responsible for Council's Waimate Lakes Camp operation, which includes performing administration, maintenance and enforcement duties while ensuring a safe and enjoyable experience for campers.

Council Overview

Local Government Purpose

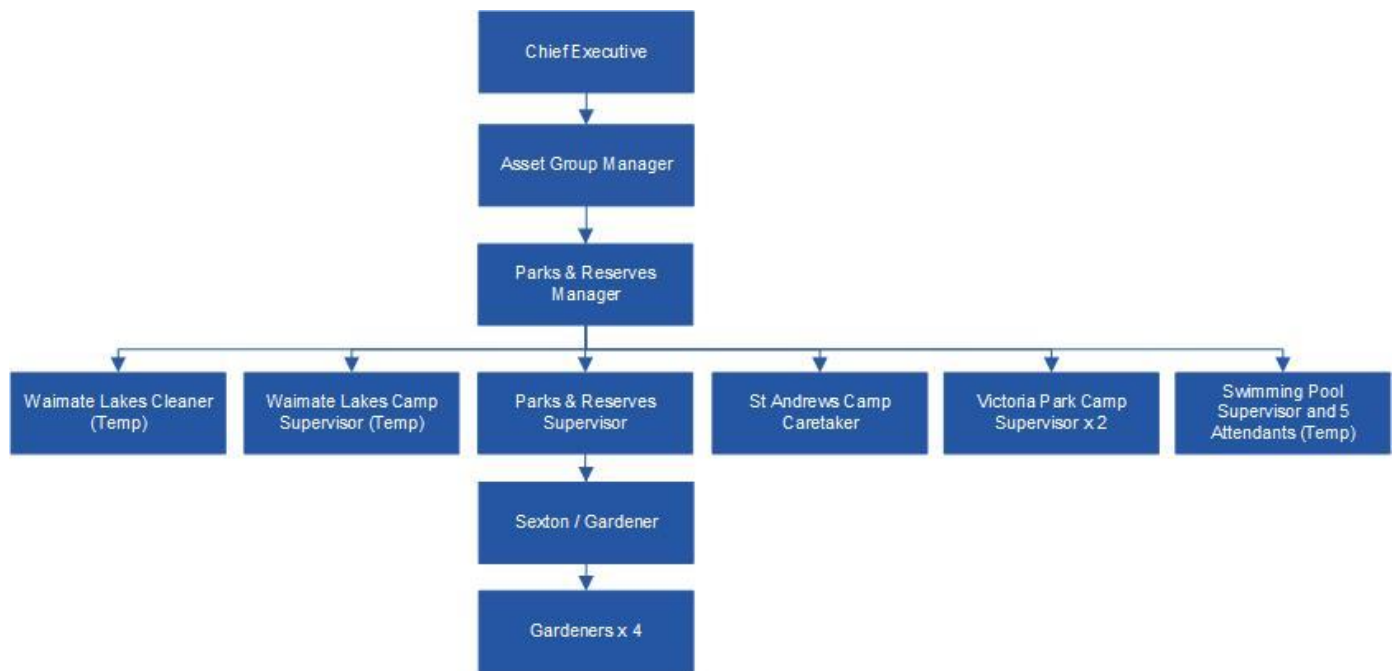
As defined in the Local Government Act 2002:

- 1 To enable democratic local decision-making and action by, and on behalf of, communities; and
- 2 To promote the social, economic, environmental, and cultural well-being of communities in the present and for the future.

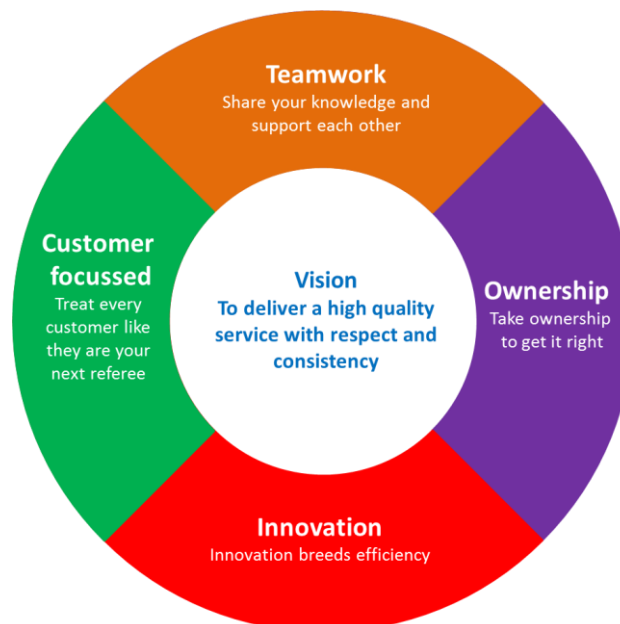
Waimate District Council's Vision for the District

Leading our communities towards a diverse, thriving and sustainable district.

Structure



Staff Vision and Values



Internal and External Relationships

Internal Relationships	External Relationships
<ul style="list-style-type: none">• Parks and Reserves Manager• Parks and Reserves Supervisor• Other Parks Staff• Camp Cleaner• Compliance Officer• Utilities Supervisor• Animal Control Officers• Other Waimate District Council Staff	<ul style="list-style-type: none">• Members of the public / Campers• Waste Contractors• NZ Police

Key Responsibilities

Camping responsibilities

- Enforcement of the camping rules and regulations, which involves routine patrol, assisting campers and visitors, bookings, clearing out honesty box's.
- Ensure campers display a current ticket on tents, campervans and caravans and that all campers are paying for their right to camp on all reserves.
- Record car number plates and dates of campers who refuse to pay and supply that information to the Parks and Reserves Manager.
- Providing excellent customer service and assisting campers and visitors with any enquiries
- Manage and assist in the maintenance of the camping grounds, camping sites and facilities while maintaining the overall appearance of the campground this includes mowing of lawns as necessary.
- Manage and assist in the administration of operations including preparation and submission of required reports and records.
- Ensure refuse stations are kept safe and tidy at all times.
- Manage and monitor the cleaning of the facilities while ensuring cleaning is carried out in a high standard.
- Work collaboratively with the Parks and Reserves Supervisor and team around the ongoing property maintenance throughout the season.
- Monitor the cleanliness of all campsites and campground area, and work alongside campers to tidy up as required.
- Operating company vehicles in a safe and professional manner
- Maintaining the cleanliness of company vehicles
- Backup to the cleaner and cover the cleaner's duties in their absence.
- Liaise with NZ Police and Animal Control as required and ensure Campers behaviour is acceptable and that all dogs are "under control" as per Waimate District Council by-laws.

Personal Skills

- The ideal candidate will have energy, enthusiasm, and dedication to provide every visitor a remarkable experience at our campground.
- Good skills working with the public and interacting with people of all ages, interests, viewpoints and backgrounds.

- Ability to enforce rules and regulations, respond to medical and other emergency situations in a variety of terrain settings.
- Ability to work independently without supervision.
- Ability to remain calm, exercise confidence, and be articulate when confronted by uncooperative visitors or when handling emergencies.
- Excellent visitor contact/customer service skills

The following responsibilities apply to all staff.

Health and Safety

The Health and Safety at Work Act 2015 places the onus of responsibility for health and safety on workers as much as the Council. It is imperative all workers actively participate in managing risks and hazards, reporting accidents, incidents and near accidents, and avoiding any action which may cause harm to themselves or others. This includes:

- Working in a safe manner to protect themselves, their fellow workers and all plant, property and equipment.
- Only operating equipment for which they have been trained and/or instructed in and hold appropriate authorisations for, or with specific supervision.
- Adherence to the relevant legislation, regulations, standards, rules, instructions, and best practice.
- Keeping their work area or equipment clean and tidy and maintaining a high level of housekeeping.
- Wearing appropriate personal protective equipment.
- Ensuring no acts or omissions while at work causes harm to themselves or any other person.
- Being familiar with all emergency equipment in the work area and all work-site emergency procedures.
- Not wilfully interfering with or misusing items or facilities provided in the interest of safety.
- Reporting all workplace illnesses, injuries, near misses and incidents as soon as possible using the reporting form and taking all reasonable action to eliminate their recurrence.
- Reporting any hazardous condition, situation or event.

Civil Defence/Emergency Response Duties

- All Council staff are expected to undertake appropriate training to prepare for a Civil Defence/emergency management event. In the event of an emergency or potential emergency, you must firstly have due regard to the safety of your family. You may be assigned duties to assist Council in managing the event.

Variation of Responsibilities

The key responsibilities described in this document should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of this position. Key responsibilities may be amended from time to time following consultation with the position holder, Asset Group Manager and Human Resources Manager, and will be reflected in this document. From time to time, you may be required to perform duties outside of your normal responsibilities as needed.

Knowledge, Qualifications and Experience

Essential

- A full clean drivers licence
- Previous camp ground management, or can demonstrate experience in a similar role.
- Exceptional customer service skills
- Physically fit
- Handyman experience
- A love of the outdoors

Expected Behaviours

Core Behaviours	
Accountability	<ul style="list-style-type: none"> • Accepts responsibility for own actions and decisions • Delivers on commitments • Admits mistakes and uses them as learning opportunities
Adaptability	<ul style="list-style-type: none"> • Willingness to accept changes and can readily reset their objectives, priorities and plans to accommodate new requirements
Business ethics	<ul style="list-style-type: none"> • Demonstrates integrity, honesty and commitment • Models a high level of professionalism and exercises discretion • Maintains confidentiality • Is prudent in financial dealings
Communication	<ul style="list-style-type: none"> • Communicates messages in a clear, concise and consistent manner • Ability to communicate effectively with a wide variety of people • Uses the most effective method and style of communication for the audience and situation • Utilises effective listening skills and questioning techniques
Customer service	<ul style="list-style-type: none"> • Recognises the diversity of customers, and adapts approach and style to meet their needs • Consistently demonstrates respect, responsiveness and professionalism while providing superior services for customers • Problems and complaints are acknowledged and attempts made to resolve them in a timely fashion, seeking advice from senior staff where required • Always complies with Council's confidentiality policy when dealing with customer information
Self management	<ul style="list-style-type: none"> • Proactively plans work and manages competing priorities to ensure deadlines are met • Plans and utilises resources in the most effective and efficient way • Makes appropriate decisions, taking into consideration impacts and risks • Listens to and considers different viewpoints, remaining calm when challenged

Core Behaviours	
	<ul style="list-style-type: none"> Alerts manager when overloaded, stressed or having difficulty with specific tasks or areas of responsibility Continually looks for opportunities to gain new knowledge and skills
Team work	<ul style="list-style-type: none"> Is an active and contributing team player Values diversity and supports different ways of working Proactively shares information, ideas and experiences Empowers others to succeed and to seek excellence Credits others for their contributions and accomplishments
Vision and values	<ul style="list-style-type: none"> Shows commitment to Council's vision and values

Role Specific Behaviours	
Decision-making	<ul style="list-style-type: none"> Considers risk factors in decision-making Uses own judgement and experience to solve problems
Innovation	<ul style="list-style-type: none"> Continually reflects on how things could be done better Adopts a positive and flexible attitude to improvement, change and challenges
Relationship building	<ul style="list-style-type: none"> Builds and maintains professional and productive relationships Understands stakeholders' views and why they are held Demonstrates sensitivity to other groups and values diversity

Approval

**Waimate Lakes
Camp
Supervisor**

Name

Signature

Date

**Asset Group
Manager**

Name

Signature

Date

**Human
Resources
Manager**

Name

Signature

Date