

Position Description

Position Title *Resort Services Officer*

MISSION STATEMENT / CORE BUSINESS STATEMENT

To deliver the most memorable leisure, sporting and adventure experiences in Australia's unique Alpine landscape.

Position Details	
Reporting to	Resort Services Supervisor (Summer), Snow Service Supervisor (Winter)
Direct Reports	Nil
Liaises with internally	Outdoor Crew, Director Infrastructure & Mountain Response, Capital & Utilities Manager, Winter Services Co-ordinator.
Liaises with externally	Village stakeholders, contractors
Purpose of the Position	The Resort Services Officer position will assist in the delivery of a range of duties associated with resort operations including but not exclusive to operating plant and equipment, development and maintenance of Falls Creek Resort Management's assets, drainage, environmental site management, trail maintenance and construction and environmental hazard reduction.
Selection Criteria	
Essential Criteria	<ul style="list-style-type: none"> • OH&S Induction Certificate/ White Card; • Ability to organise and plan workloads and practical problem-solving ability; • Ability to undertake manual labour; • Heavy plant and equipment operating experience; • Strong customer relations skills; • Ability to exercise sound judgement and carry out instructions with minimum supervision; • Demonstrated ability to operate as an effective team member; • Effective communication and interpersonal skills; • Computer literacy; • Current motor vehicle licence;
Desirable Criteria	<ul style="list-style-type: none"> • Chainsaw Certification (Crosscut); • Understanding of Alpine Vegetation and Environmental Weeds; • Front End Loader/ Backhoe Certification; • Medium Rigid Endorsement; • Chemical Users Certification; • First aid certificate – Level 2; • Additional Plant certificates (Articulated Wheel Loader, Roller, Skid Steer, Chainsaw Certification (Felling)) • Traffic Management/Control ticket • Demonstrated ability to operate computers including spreadsheets and word based documents • Workshop fabrication experience

Behaviours Required	<ol style="list-style-type: none"> 1. Teamwork 2. Customer focus 3. Solutions driven 4. Innovative 5. Honesty and Integrity 	
Key Performance Indicators	Communications	<ul style="list-style-type: none"> • Maintain excellence in customer service and a respectful attitude to diversity to both internal and external customers. • Ensure all communications with all staff and stakeholders, are in line with the organisations strategic goals and timelines. • Respect confidentiality at all times.
	Administration	<ul style="list-style-type: none"> • Ensure accurate documentation and recording of all maintenance and works projects undertaken according to relevant operational procedures. • Utilise and engage with online asset and financial management systems 100% of the time • Maintain currency of licences as required for the role.
	Operational	<ul style="list-style-type: none"> • Ensure accurate and timely environmental management and maintenance works. • Contribute to the development of all work processes and procedures. • Liaise regularly with the Resort Services Supervisor and report any issues in accordance with delegated responsibility.
	Occupational Health & Safety	<p>Ensure all reasonable steps are taken to protect personal safety at work and contribute to and maintain a positive safe workplace by:</p> <ul style="list-style-type: none"> • Maintaining necessary competencies; • Personally following established work procedures (as per training); • Ensuring immediate work area and equipment is maintained and used safely (as per training); • Reporting any safety concerns and/or incidents immediately to management; • Contributing to FCRM safety activities and assisting FCRM to continually improve overall safety performance and standards; and • Complying with any and all relevant PPE requirements.
Organisational Values	Integrity	<ul style="list-style-type: none"> • Consistent, trustworthy and transparent in the way we do business.
	Vibrancy	<ul style="list-style-type: none"> • Take time to reflect upon the excitement and uniqueness of the environment (both natural and man-made) in which we work.
	Environmentally aware	<ul style="list-style-type: none"> • Strives to protect and enhance Falls Creek's natural environment, our greatest asset.
	Teamwork	<ul style="list-style-type: none"> • Individual success comes from contribution to team efforts and commitment to team goals.
	Respect for people	<ul style="list-style-type: none"> • Displays mutual understanding and respect for each other as team mates and also for our guests.

Tasks and Responsibilities

For the Workplace

- Adhere to Victorian Public Sector (VPS) values and integrity framework (incorporating the VPS code of conduct).
- Adhere to human resources policies including anti-discrimination, harassment and victimisation policies.
- Adhere to workplace health and safety requirements and proactively contribute in maintaining a safe and clean work environment.
- Display a positive attitude and be an active member of the team.
- Operate under and observe all Falls Creek Resort Management Policies, Work Practices and Procedures.
- Participate in performance reviews and assist in the development of personal training, education and development programs, including KPIs and goals.
- Participate in the development of plans and procedures as required.
- Attend and participate in all staff meetings and training sessions as requested.

For the Job

- Undertake environmental works such as general weed reduction, trail maintenance, pre-fire season preparation works and environmental site management projects in designated areas throughout the Resort.
- Undertake other recurrent works activities in accordance with the Recurrent and Capital Works program.
- Ensure that all work undertaken is in accordance with regulations and that permits associated with the works that have been issued.
- Operate and maintain plant and equipment and comply with relevant statutory and legislative codes for safe operation of all equipment.
- Ensure that appropriate job site warning signs are installed and safe working practices are followed.
- Participate in the development of job specific JSAs.
- Provide role specific customer service to visitors, staff and stakeholders as required.
- Report any significant matters arising in the course of duties to the Resort Services Supervisor and/or the Asset and Services Manager.
- Comply with relevant procedures safe operation of all equipment.
- Assist FCRM with other duties as directed, including assistance with events as required.
- Assist with the delivery of the annual geotechnical program including the monitoring and maintenance of bores and databases.
- Ensure effective and positive communication with colleagues and clients.

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of Falls Creek Resort Management.

Name _____

Date _____

Signature _____