POSITION DESCRIPTION

1. Position Details

Position Title:	Caravan Park Cleaner	**Classification level:**	AWU Level 3.1
Department:	Community	**Date Last Reviewed:**	November 2026
Reports to:	Manager Community	**Primary Location:**	Balaklava/Port Wakefield Caravan Park

2. Position Context

Summary:	• To present a positive image of council to the park tenants, patrons and the general public. • Ensure public amenities and facilities are maintained to the accepted standard.
Special Conditions:	• A national police clearance will be required before commencing in the position. • Some out of hours work and travel will be required. • Maintain a current South Australian driver's licence. • You may be required to undertake other duties within the skill base as directed from time to time by the Manager Community.

3. Values



1. We put **SAFETY FIRST**



2. We deliver **EXCEPTIONAL SERVICE**



3. We work as **ONE TEAM**



4. We create a **POSITIVE AND SUPPORTIVE** workplace



5. We **RESPECT AND VALUE** all people



6. We are **EMPOWERED** to achieve great things

4. Key Role Accountabilities		
Accountability	**Goal**	**Measure**
Work Health Safety & Risk	Take reasonable care for own health and safety, and ensure that any act or omission does not adversely affect the health and safety of other persons. Comply with reasonable instructions given to ensure workplace safety. Co-operate with Council's WHS policies and procedures relevant to workplace duties. Participate in the Return to Work (RTW) process if injured at work, as set out in the *Return to Work Act 2014*. Comply with risk management processes that are integrated into own area of work.	• Hazards/risks identified in line with procedures. • Incidents/injuries reported in line with procedures. • Own work areas safe and general housekeeping practices observed. • Compliance with Councils legislative and procedural responsibilities. • Identify, evaluate, report and manage (or escalate) risks in your daily activities.
Community Expectations	Identify and implement opportunities for continuous improvement to drive an improved (internal/external) customer experience. Promote a positive and professional image of Council to the community and other external stakeholders. Take personal responsibility for records management, creating/capturing records in line with policies, procedures and legislation.	• Document procedures necessary to undertake relevant activities, tasks, practices and processes. • Review processes at least annually to identify improvement opportunities. • Compliance with Code of Conduct. • Accurate/high quality documentation & communication (verbal & written). • All records created and captured appropriately.
Customer Service	Project and promote an efficient and courteous image of Council in contact with the public. Ensure equipment is well maintained and report faults to Council immediately. Ensure facilities and amenities are maintained in a clean hygienic condition. Report to Council issues or complaints raised by park tenants and users.	• High customer satisfaction • Equipment is well maintained and used for its intended purpose • Facilities and amenities are kept in a clean and hygienic condition • Complaints or issues are forwarded to Council in a timely manner • Compliance with Council policies and procedures
Cleaner Accountabilities	Monitor stock levels of essential items including linen, cleaning supplies and various consumables.	• Demonstrated ability to maintain appropriate stock levels

	Position requires basic IT competencies required for daily monitoring of cabin bookings to plan for check-out cleans and pre check-in inspections and use of NewBook online and Keycafe (training provided) Cash handling (laundry washer and dryer)	• Is able to work effectively with limited supervision and navigate software competently • Is able to accurately count and maintain cash records for banking purposes.

5. Knowledge, Skills & Experience

Knowledge	• Working knowledge of safe and effective cleaning practices • Chemical handling & general awareness of safe chemical handling
Skills	• Good oral communication skills • Ability to work with detailed instructions and procedures. • Ability to show initiative and flexibility in daily work practices. • Effective time management & basic IT skills
Experience	• Demonstrated experience in a similar role (desirable) • Current South Australian Driver's License • First Aid Certificate
Qualifications	• Nil

6. Acknowledgement of Position Requirements

Signed ……. …….
(Employee) (Date)

Approved ……. …….
(Manager Community) (Date)