

Freight Handler - Position Description

Position Title: Freight Handler	Unit: Operations	Date: February 2012	
Reports To: Freight Coordinator	Direct Reports: Nil	Position Status: Seasonal	Band: 2/3

Primary Objective

Provide an efficient and effective customer focused freight service to Falls Creek businesses

Organisational Environment

Falls Creek resort is set at an altitude ranging from 1210 to 1830m and bounded on all sides by the Alpine National Park.

The Falls Creek Alpine Resort Management Board is accountable for the development, promotion, management, and use of Falls Creek's 1,535 hectares. Appointed by Victoria's Minister for the Environment, the Board operates under the Alpine Resorts (Management) Act, which sets out the objectives for the management of Victoria's alpine resorts and aligns with the Victorian Government's Alpine Resorts 2020 Strategy.

The Oversnow Freight Handler position operates throughout the snow season delivering luggage and freight services to the Resort.

Organisation Vision Statement

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

Organisational Values

Safety First	Our concern for safety, health and the environment is paramount.
Teamwork	Our own individual success comes from our contribution to team efforts and commitment to team goals.
Respect for people	We have mutual understanding and respect for each other as team mates and also for our guests.
Integrity	We are consistent, trustworthy and transparent in the way we do business.
Vibrancy	Take time to reflect upon the excitement and uniqueness of the environment(both natural and manmade) in which we work.
Environmentally aware	Falls Creek's natural environment is our greatest asset, which we strive to protect and enhance.

Key Working Relationships

Internal –Freight Coordinator, Terminal Supervisor, Guest Services Officers, Operations and marketing staff
External – Stakeholders and Visitors.

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Major Accountabilities:	Performance Criteria:
Provide an effective and efficient storage, handling and delivery of goods to Falls Creek businesses	Excellent service delivery Freight is managed to ensure agreed timelines are met
Ensure all goods are appropriately handled and stored in accordance with regulations and guidelines.	Regulations and guidelines are adhered to
Provide a safe and efficient service delivery of guests, luggage and freight to and from the terminal	Excellent service delivery
.Freight is managed and handled in accordance with manual handling guidelines and other relevant Health and Safety guidelines	Safe work practices are observed at all times.
Ensure effective and positive communication with colleagues and clients.	Team works with minimal disruption.
Report any significant matters arising in the course of duties to the supervisor.	Communication mechanisms are utilised and any significant matters are reported.
Comply with Falls Creek ARMB management practice including financial/human resource delegations and relevant legislation on Occupational Safety & Health and Equal Opportunity.	Outcomes achieved compliantly.

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Key Challenges

Major challenges include:

- Delivering an efficient and effective customer focused freight transport services in a harsh alpine environment;
- Appropriate management of varied goods/products in a harsh alpine environment
- Managing customer expectations;
- Managing varied and conflicting demands to meet agreed standards and timelines;
- Assisting to deliver high quality outcomes;
- Providing accurate, complete and timely information; and
- Establishing effective, professional working relationships with high standards of customer service.

Position Dimensions

Budget responsibilities: Nil.

Direct/indirect reports: Nil.

Decision Making

This position operates within clearly defined organisational policies, procedures and delegations and receives specific direction from the Oversnow Freight Coordinator and Oversnow Transport Services Supervisor. Decisions and recommendations are constrained by FCRM policy and practice. The position will clarify and resolve problems using established procedures defined through organisational and legislative requirements.

Qualifications, Skills, Knowledge and Experience

- Experience in Goods handling/stores experience preferred
- Experience in delivering quality customer service in a high pressure environment;
- A strong focus on safety;
- Ability to work in a harsh alpine environment;
- 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; and
- Current full drivers licence. – HR endorsement preferred

Verification:

We certify that the content of this position description is accurate:

Position Holder: _____ / /

Manager/Supervisor: _____ / /