

Terminal Supervisor - Position Description

Position Title: Terminal Supervisor	Unit: Operations	Date: April 2011	
Reports To: Operations Manager	Direct Reports: Accommodation Transfer and Guest Services Officers	Position Status: Seasonal	Band 5
Primary Objective			
Oversee the delivery of an effective and efficient customer focused transfer of guests and their luggage t within the Falls Creek Village			
Organisational Environment			
<p>Falls Creek resort is set at an altitude ranging from 1210 to 1830m and bounded on all sides by the Alpine National Park.</p> <p>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.</p> <p>The Terminal Supervisor position operates throughout the snow season overseeing the delivering transportation of guests, luggage and freight services to the Resort.</p>			
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			
<p>Internal – Accommodation Transfer Services officers, Guest Services Officer, Operations Manager, General Manager of Operations, Marketing department staff</p> <p>External – Stakeholders and Visitors</p>			

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Major Accountabilities:	Performance Criteria:
1. Undertake the supervision of accommodation transfer services and freight service operations for the winter season.	Efficient, effective and customer focused transport service.
2. Conduct all duties in a safe, professional and conscientious manner.	Services delivered are always delivered with a high degree of customer service and focus on safety
3. Operate and maintain plant and equipment and comply with relevant statutory and legislative codes for safe operation of all equipment	Board's plant and equipment is maintained so that it operates in a reliable, efficient and safe manner.
4. Assist visitors with Falls Creek Resort Information.	Customer feedback.
5. Provide a safe and efficient service delivery of guests and luggage to and from the terminal within the parameters of operating manual	Excellent service delivery
6. Operate a range of vehicles within the Falls Creek village to deliver guests and luggage to required destinations.	Guests are transported efficiently and expeditiously with a high focus on customer service.
7. Ensure effective and positive communication with colleagues and clients.	Team works with minimal disruption.
8. Report any significant matters arising in the course of duties to the supervisor.	Communication mechanisms are utilised and any significant matters are reported.
9. Lead by example and motivate workforce in the performance of duties. Ensure effective and positive communication with colleagues and clients	Team works with minimal disruption.
10. Appropriately investigate any significant matters arising in the course of duties and report findings and outcomes to the Operations Manager.	Communication mechanisms are utilised and any significant matters are reported.
11. Coordinate passenger and vehicle movement relating to accommodation transfer services within the village.	Efficient, effective and customer focused transport service
12. Assist with the induction of department staff to ensure they are adequately inducted into the organisation and are trained in the role in which they are employed.	All staff are competent
13. 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:

- Delivery of a customer focused guest and freight transport services 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: -manage to set budget

Direct/indirect reports: Accommodation Transfer Services Officers and Guest Services Officers

Decision Making

This position operates within clearly defined organisational policies, procedures and delegations and receives specific direction from the Operations Manager. 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 supervising staff and delivering quality customer service in a high pressure environment;
- Heavy Rigid Licence , ability to operate a variety of plant
- A strong focus on safety;
- Excellent customer relations skills;
- Ability to work in a harsh alpine environment;
- Ability to exercise sound judgement and carry out instructions with minimum supervision;
- Excellent time management skills and be adaptable to changing work demands
- Demonstrated ability to operate as an effective team member;
- Effective communication and interpersonal skills; and
- Computer literacy;
- Current full drivers licence

Verification:

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

Position Holder: _____ / /

Manager/Supervisor: _____ / /