

Cleaner - Position Description

Position Title: Cleaner - Seasonal	Unit: Operations	Date: February 2011	
Reports To: Operations Manager	Direct Reports: Nil	Position Status: Seasonal	Band: 3

Primary Objective

Provide a range of cleaning and maintenance services to ensure the professional appearance and safety of FCRM buildings and public facilities

Organisational Environment

The 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 1997*, 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 Cleaner position operates throughout the winter period delivering cleaning and maintenance services throughout the Alpine 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 – Operations Manager, permanent (non-seasonal) Cleaner and FCRM staff.

External – Stakeholders and Visitors.

This position is one of several positions reporting directly to the Operations Manager.

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Major Accountabilities:	Performance Criteria:
Attend to the day to day cleaning of Falls Creek Resort Management offices, VIP accommodation, toilets and public shelters as described in the cyclic cleaning roster.	Facilities are cleaned daily to an acceptable standard.
Maintain the professional appearance of Falls Creek Resort Management offices, VIP accommodation, toilets and public shelters as described in the cyclic cleaning roster.	A clean, professional image is maintained.
Conduct all duties in a safe, professional and conscientious manner.	Zero workplace injuries. Manager observation.
Undertake general maintenance as required.	Manager observation.
Assist visitors with Falls Creek Alpine Resort information.	Customer and manager feedback.
Operate 2-way radios in accordance with resort guidelines.	Manager feedback.
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 FCRM management practices including financial and 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 customer focused cleaning and maintenance services;
- Managing customer expectations;
- Working in an alpine environment; 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 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

- Previous experience in a professional cleaning capacity;desirable
- A strong focus on safety;
- General maintenance skills;
- Excellent attention to detail;
- Ability to work in a harsh alpine environment;
- Ability to exercise sound judgement and carry out instructions with minimal supervision;
- Demonstrated ability to operate as an effective team member;
- Effective communication and interpersonal skills; and
- Current motor vehicle licence.

Verification:

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

Position Holder:_____ / /

Manager/Supervisor:_____ / /