

Position Description



Position title: Caravan Park Customer Service Officer

Classification: Level 2

Status: Permanent, Part-Time

Location: Kennett & Wye River

Approved: Caravan Park Manager – January 2026

About the Great Ocean Road Coast and Parks Authority

The Great Ocean Road Coast and Parks Authority is the dedicated Victorian Government entity entrusted with the care, protection and sustainable management of one of Australia's most breathtaking and culturally significant coastal regions. Established under the Great Ocean Road and Environs Protection Act 2020, the Authority was created to address the complex and fragmented management of the coastline and ensure the long-term conservation of this iconic landscape.

GORCAPA is responsible for managing more than 170,000 hectares of coastal reserves, National Parks, Marine Sanctuaries and foreshores stretching along 355 kilometres of stunning coastline. This includes high-profile sites such as the Twelve Apostles Visitor Experience Precinct and Cape Otway Lightstation, as well as local ports, community reserves and critical marine environments.

At the heart of its work is a commitment to protect the unique environmental, cultural, heritage and community values of the region. GORCAPA partners deeply with Traditional Owners, local communities and stakeholders to integrate cultural knowledge, ensure environmental stewardship, support sustainable visitation and build lasting benefits for regional economies and generations to come.

About the Accommodation Services Team

Our self-managed coastal Caravan Parks and Cape Otway Lightstation generate the majority of the Authority revenue. We are the single largest accommodation provider on the Great Ocean Road with over 800,000 visitor nights annually. Situated adjacent to some of the most spectacular beaches on the coast, we offer a range of accommodation options for families, tourists, students and visitors. Our Team currently manages the following accommodation service along the Great Ocean Road:

- Anglesea Family Caravan Park
- Apollo Bay Recreation Reserve
- Cape Otway Lightstation

- Kennett River Family Caravan Park
- Lorne Foreshore Caravan Park
- Marengo Family Caravan Park
- Port Campbell Recreation Reserve
- Princetown Recreation Reserve
- Skenes Creek Foreshore Caravan Park
- Torquay Foreshore Caravan Park
- Wye River Beachfront Campground.

Purpose of the position

The **Caravan Park Customer Service Officer** is accountable for the excellent service and customer satisfaction including customer needs and guest requirements.

Primary responsibilities

The **Caravan Park Customer Service Officer** is responsible to assist with the day-to-day front-of-house reception duties of the Caravan Parks.

Key responsibilities of this position include:

- Receiving and making booking reservations using the Rooms Management System (RMS) software system - via phone, email, on-line and in person
- Face to face customer liaison at the Parks including provision of information, dealing with customer complaints, handling cash monies, receiving maintenance requests and other customer interactions as may be required
- Dealing with customer correspondence and enquiry via email and phone
- Report preparation for daily banking
- Advising management of customer issues as soon as able and in the format directed by the Park Managers to ensure an efficient and timely transfer of information
- If applicable, handling cash sales for kiosk items, souvenirs, tour bookings or other types of transactions as may be required
- Provision of a friendly, efficient and empathetic customer service 'face' to the customer.

Key selection criteria

Qualifications and experience:

- Practical administrative skills and customer service experience in a hospitality or retail environment involving front of house duties.
- RMS booking software experience (preferred).

Knowledge and skills

- Excellent oral and written communication skills, including an ability to communicate with people across a broad range of backgrounds.
- Demonstrated ability to work as part of a team.
- Proactive approach to problem solving.
- Good time management and organisational skills.

Special Characteristics

- Standard hours of work are between 8:00am and 8:00pm in the office area.
- The caravan park operates 365 days a year and rosters will include working during school holidays and include weekend work and working on Public Holidays.
- Whilst the employee will generally work in one location, they may be required to work in any location for short periods of time to cover absences of other personnel.

Terms and conditions of employment

Appointment to this position is subject to the successful applicant being able to:

- Provide a National Police Check Certificate
- Obtain a Working with Children Certificate
- Provide evidence of Australian Work Rights
- Hold a current Australian Driver's Licence

Organisational relationships

Reports to: Caravan Park Manager

Duty Manager

Direct reports: Nil

Internal liaisons: All Great Ocean Road Coast and Parks Authority departments

External liaisons: Community, agencies and government stakeholders.