

Position Description



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

Position title:	Caravan Park Attendant
Classification:	Level 1
Status:	Casual
Location:	Various locations along the Great Ocean Road, Victoria.
Approved:	Accommodation Services 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, GORCAPA 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 ten self-managed Caravan Parks & Recreation Reserves generate the majority of 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, our Caravan Parks offer a range of accommodation options for families, tourists, students and visitors.

Our Accommodation Services team currently manages the following parks along the Great Ocean Road:

- Anglesea Family Caravan Park.
- Apollo Bay Recreation Reserve.
- 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 Attendant** is accountable for assisting with the day-to-day front-of-house reception, cleaning and grounds maintenance duties of the Caravan Park. The **Caravan Park Attendant** is an all-rounder position that primarily aims for:

- Excellent service and customer satisfaction including customer needs and guest requirements.
- The Park grounds to be kept to a high presentation and safety standard.
- The public and Caravan Park amenities, cabins and other facilities, are maintained in a clean, tidy and functional condition.
- Basic building maintenance functions are completed from time to time to ensure public safety and functional operation

Primary responsibilities

- 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.
- Receiving and making booking reservations using the Rooms Management System (RMS) software system - via phone, email, on-line and in person.
- Advising management of customer issues as soon as able and/or directed by the Park Manager/Duty Manager etc.
- Provision of a friendly, efficient and empathetic customer service 'face' to the customer.
- Performing a range of grounds care duties such as weeding, spraying, pruning, mowing, mulching, sawing, lopping, raking, fertilizing, irrigation management, and other associated land care processes on caravan park sites
- Performing a range of general maintenance duties such as minor carpentry repairs, painting etc.

- Handyman style repairs requiring use of power tools and other general equipment in cabins.
- Performing a range of duties to ensure the amenity and appearance of the Caravan Park is maintained on an on-going basis such as removal of hard rubbish, emptying general rubbish bins, removal of debris and rubbish around caravans and caravan sites, removal of fallen branches, leaves and other items from the grounds of the caravan park
- Performing a range of cleaning duties such as sweeping, mopping, dusting, vacuuming, scrubbing, laundering, making beds, washing dishes, emptying bins, handling rubbish and other general duties in the act of cleaning cabins, communal ablution blocks, kitchens, office buildings and other general buildings and structures on caravan park sites
- Handling of stock including rotation of stock, lifting of boxes, linen and other items.

Key selection criteria

Qualifications and experience:

- First Aid certificate (desirable).
- Experience in safe manual handling techniques and use of chemicals, including safe usage certificates.
- RMS booking software experience (desirable).

Knowledge and skills

- Practical administrative skills and customer service experience in a hospitality or retail environment involving front of house duties.
- Practical grounds skills developed in an environment involving care and maintenance of large scale/broad acreage grounds spaces.
- Practical maintenance skills developed in an environment involving a range of general repair and handyman activities.
- Practical cleaning skills developed in a health, hospitality or aged care environment involving a range of cleaning duties.
- 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.
- Sound time management and organisational skills.

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.

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.

Organisational relationships

Reports to: Caravan Park Manager

Duty Manager/s

Direct reports: Nil.

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

External liaisons: Community, agencies and government stakeholders.