



***Miami Holiday Park is situated in Mandurah, Western Australia's largest regional city and crowned Australia's Top Tourism Town 2023!***

Just an hour south of the Perth CBD, Miami Holiday Park is in the suburb of Falcon on the Peel Estuary (direct park access to 136 square km of sheltered waterways) and the Indian Ocean is just 1 km away. The Quality Tourism Accredited and Sustainable Tourism Accredited park has 151 powered caravan/camping sites (tourist and long stay tenants), a long-term van, boat and trailer storage facility, convenient access to the neighbouring precinct of retail and hospitality outlets, and planning is currently underway to develop new accommodation product and facility upgrades.

**Position:** Management Couple

**Location:** Miami Holiday Park - 627 Old Coast Rd, Falcon (Mandurah) Western Australia 6210

**Start Date:** May/June 2024 (date flexible for the right candidates)

**Salary Package:** Salary package may be negotiated based on level of experience and skill sets.  
Position includes onsite accommodation including utilities (house includes office, reception, and storage areas) available for two adults. Pets will be considered.

**The Role:** This Management Couple position will suit a highly experienced, motivated, friendly, and energetic couple with a passion for customer service. The capacity and flexibility to manage front of house; office duties; the park grounds, assets, and equipment; long stay tenants; and short-term holiday guests with a high level of skill and professionalism at this popular holiday park is essential.  
Ongoing support and opportunities for professional development will be provided to the Management Couple by the park operators (*Directors of Breakaway Parks Pty Ltd, Breakaway Tourism Pty Ltd, and Avocet Island Pty Ltd with over 30 years of hospitality and tourism industry experience across Australia and internationally*).

**Reporting to:** The Management Couple will report to and be supported by the company Directors.

**Essential:** **To be considered for this role, both candidates MUST:**

- Be experienced Park Managers (or similar e.g. hotel, motel, holiday apartments)
- Have exceptional customer service skills, initiative, and professionalism
- Have the stamina to operate a very busy park with new developments planned
- Have a current drivers' licence
- Have the right to work in Australia without restrictions
- Provide a referee/s from a similar job role
- Provide a pre-employment National Police Certificate (upon request)
- Complete a pre-employment medical examination (upon request)



### Key Duties and Responsibilities:

- Excellence in customer service and presentation
- Reception/administration duties
- Reservations management and night audit duties
- Online travel agent booking channel management
- Booking system management/reporting
- Manage/maintain EFTPOS terminal
- Daily check ins/outs
- Regular walks around the park for guest/tenant interaction and assistance
- Payment collection/processing/reconciliation (tourist sites and long stay tenants)
- After hours security checks and customer services
- Long term van, boat & trailer storage facility parking and bookings management
- Banking
- Manage customer enquiries and correspondence e.g. phone, emails, website, social media
- Communications and records management
- General social media photography, posting, engagement (e.g. Facebook, Instagram, Trip Advisor)
- General website updates
- Maintain local tourism networks
- Human resource management and training e.g. Duty Manager, Housekeepers
- Facilitate Long Stay Tenant enquiries and general business, report issues to management
- Housekeeping duties: office, ablutions, camp kitchen, BBQs, laundry, general
- Waste management
- Maintaining park grounds
- General repairs and maintenance
- Maintaining park safety, security, and electronic security systems
- Occupational health and safety management and compliance
- Tourism Accreditation compliance
- Caravan Parks and Camping Grounds Act 1995 compliance
- Maintaining park fixed assets, plant and equipment
- Innovative thinking around problem solving, park development, improvements, or new initiatives
- Plan, deliver and host special events for guests and/or tenants
- Coordination of Long Weekend special activities and entertainment
- Easter Sunday/Long Weekend bunny & competition facilitation/interactions with guests
- Christmas morning Santa Claus interaction with guests/tenants

## Key Result Areas:

- Guest and tenant satisfaction
- Meet or exceed budgeted targets
- Safe and healthy environment
- Staff satisfaction
- Well-presented and maintained premises



## Key Competencies:

- ✓ Management skills
- ✓ Leadership skills
- ✓ Strong product and industry knowledge (caravan & camping parks, tourism)
- ✓ Excellent communication skills – written and oral
- ✓ Business acumen – able to understand sales, expenses, and profitability
- ✓ Booking systems management experience (e.g. NewBook or RMS)
- ✓ Highly effective sales skills
- ✓ Advanced administration skills
- ✓ Advanced IT / computer skills e.g. Microsoft Word, Excel, Outlook
- ✓ Grounds and maintenance management skills
- ✓ Housekeeping and park presentation eye for detail
- ✓ Passion for service
- ✓ Initiative

**Applications:** Please submit a Cover Letter or Email outlining your suitability for the role to accompany your Resumes and Referees to:

**Michelle Sidebottom**

**Director - Breakaway Parks Pty Ltd**

**Email: [michelle@breakawaytourism.com.au](mailto:michelle@breakawaytourism.com.au)**

**Deadline:** **5pm (AWST) Wednesday, 8<sup>th</sup> May 2024** \*Or if position has been filled prior to this date

