



CUNNAMULLA HOT SPRINGS

IMMEDIATE START

Shift Supervisor Cunnamulla Hot Springs

CASUAL POSITION

At the Paroo Shire Council, we believe that our success starts with our people.

We are committed to creating a positive, inclusive, and rewarding work environment where team members feel supported and valued.

We don't just offer a service at Cunnamulla Hot Springs, we create an unforgettable experience. Nestled in Queensland's breathtaking landscape, we create a world-class retreat of relaxation, indulgence, and connection.

We're passionate, and proud of what we do. Every team member plays a part in shaping the journey, elevating every detail, embracing what's next, and growing together. You will find a community of passionate individuals who are committed to creating magical moments for our guests while supporting each other every step of the way.

As a Shift Supervisor you will guide and inspire the team, ensuring every detail of our operation reflects the tranquillity, luxury, and service excellence our guests expect.

An immediate start is on offer so if you are seeking a genuine opportunity and would like to be a crucial member of the Cunnamulla Hot Springs team contact:

Denise O'Brien, Manager Human Resources on 07 4655 8400.
You can email your interest directly to Denise at hr@paroo.qld.gov.au

[Alternatively download directly from our website at
Employment Vacancies – Paroo Shire Council](#)



POSITION DESCRIPTION

Shift Supervisor Cunnamulla Hot Springs

Position Number:	xxx	Location:	Cunnamulla
Award:	Queensland Local Government Industry Award (Stream A) – State 2017		
Certified Agreement:	Paroo Shire Council – Non-Operational Staff Certified Agreement 2021-2024		
Classification Level:	TBA Dependent on Skills & Qualifications	Employment Type:	Casual
Department / Team:	Community & Environmental Services		
Reports to:	Team Leader Cunnamulla Hot Springs	Supervises	: Up to 3

Our Values

In making and implementing our decisions we will be guided by the principles of **integrity, efficiency and continuous improvement** and exhibit the following core values:

Pride, Accountability, Respect, Open & Transparent, Opportunities for Employment, Safety and Commitment

Position Objectives

At the Cunnamulla Hot Springs, we don't just offer a service, we create an unforgettable experience. Nestled in Queensland's breathtaking landscape, we create a world-class retreat of relaxation, indulgence, and connection.

We're passionate, and proud of what we do. Every team member plays a part in shaping the journey, elevating every detail, embracing what's next, and growing together. You will find a community of passionate individuals who are committed to creating magical moments for our guests while supporting each other every step of the way.

As a Shift Supervisor you will guide and inspire the team, ensuring every detail of our operation reflects the tranquillity, luxury, and service excellence our guests expect.

You will also be directly responsible for managing the plant room operations during your shift to ensure correct water and chemical levels are maintained in accordance with existing operating procedures.

Duties and Key Responsibilities

Staff Management

- Managing the team during the shift. This includes providing guidance and ensuring all the team members are performing their duties effectively.
- Ensure daily work schedules, assigning staff to their duties and monitor staff hours.
- Instil brand values and foster a positive work environment. Motivate, encourage, and drive the team to maintain the correct level of professionalism.
- Monitor and maintain high standards of presentation of the staff.

Customer Service

- Maintain a friendly and welcoming atmosphere for guests.
- Ensure high level of customer satisfaction by addressing guests' inquiries and requests promptly and professionally.
- You will handle all guest, internal customer enquiries in a courteous and efficient manner, following through to make sure problems are resolved satisfactorily.

- Manage unexpected or exceptional situations like complaints, overbookings, or short notice rescheduling / cancellation due to equipment problems.
- Be aware of any group bookings and be ready to assist as required.
- Liaise with clients (in person, by telephone, and by email) to answer queries, seek clarification, make, or alter bookings, take payments.
- Closely monitor all bookings for the day ahead and for the coming days, to identify any that are incomplete, or erroneous, and correct problems in advance before our clients' experience is impacted.

Operational duties

- Open the facility at the start of day and close the facility at the end of the day; duties which include many sub-tasks such as securing the facility at night, counting the day's cash takings, and preparing bank deposits, etc.
- Ensure pool rooms and changing areas are kept to high standards of cleanliness and presentation after each use, including the pool water and pool interior using specialised tools provided. Prepare retail items for clients, such as drinks, food, towels and/or packages.
- Conduct plant-room procedures. [Raising the water level in a pool, raising the pool temperature, etc.]

Quality Assurance

- Perform regular patrols of the facility to ensure they meet or exceed quality and cleanliness standards and to identify and rectify an issue.
- Implement improvements to enhance the guest experience.
- Relay guest needs and communicate equipment issues with the Maintenance Team

Safety and compliance

- Ensure the health and safety of all staff and guests.
- Report all incidents and accidents using proper documentation.
- Follow company policies and procedures and communicate them to all staff.
- Coordinate any evacuations or emergency situations in accordance with Health and Safety Policy
- Protect the business through enforcing and maintaining controls and practices to protect the integrity of Cunnamulla Hot Springs.

Other responsibilities

- Ensure staff breaks and cover for staff while on breaks as and when required.
- Attend management and staff meetings as necessary.
- Other general tasks as directed by the administration/management team.
- Perform other work-related activities as requested.

Preferred Skills, Qualifications and Experience

- Current First Aid and CPR certificates or willingness to obtain
- Lifeguard certificate or equivalent or willingness to obtain
- National Police Certificate - mandatory
- Working with Children Check - mandatory

Personal Attributes

- Outstanding interpersonal skills and the ability to inspire and engage.
- A passion for continuous learning and growth
- Ability to mentor and coach staff
- Lead by example and motivate your team to success.
- Flexibility in roster scheduling is a must, as you'll be expected to work a combination of morning and evening shifts on both weekdays and weekends.
- Ability to supervise, prioritise, and thrive in a dynamic environment.
- Exceptional customer service skills and proficiency with booking systems

- Meticulous organization, delegations, and an eye for detail
- Strong written and verbal communication skills

Corporate Accountabilities

- Demonstrated commitment to apply and adhere with Council's Policies and Procedures and Local Government Act 2009, including but not limited to Council's Code of Conduct, Work Health and Safety Policy and Anti-Discrimination Policy.
- Capable of carrying out the physical and inherent requirements of the position and being flexible and adaptable to meet the requirements of the position.
- Maintain a positive team culture based on honesty, trust, and integrity.
- Perform jobs, tasks, and processes in accordance with relevant guidelines and standards.
- Maintain confidentiality of Council information obtained during the course of employment.
- Operate and maintain Council assets including equipment, plant and fleet within Council guidelines and manufacturers' specifications.
- Foster and maintain strong stakeholder relationships directly or indirectly associated with Council.
- Provide consistent and timely customer services to our colleagues and communities.

Work Health and Safety

Apply Council policies and procedures in everyday work activities to assist Council in ensuring a safe work environment and to meet the standards imposed by any relevant safety legislation as required by Queensland's Work Health and Safety Act 2011.

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures and foster and maintain a positive attitude towards WHS within the individual work teams.

Team Contribution

Working as part of a collaborative team and being in a customer facing role, it is also integral that the incumbent of this position delivers exceptional customer service and can positively engage with people from diverse cultures, nationalities, and backgrounds.

You will also:

- Work collaboratively with co-workers, actively contributing to the Shires vision and values.
- Raise issues with a 'solution focus' framework and contribute to a positive working environment.
- Build professional relationships with stakeholders at every level of the Shire.
- Actively display the values of the Shire in every interaction
- Attend and participate in staff/team meetings and workshops as required.
- Engage and participate in opportunities to enhance personal growth, team cohesion and development.
- Perform other reasonable duties as directed by the Team Leader Airport Services and/or line management within known skills, knowledge, and capabilities.

Agility Statement

The information contained in this position description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role. This position description may be subject to change from time to time. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Authorisation and Acknowledgement

Signing this position description indicates agreement and acceptance of the contents and conditions.

I agree and accept all terms, conditions and duties outlined in this document.

Employee Name: _____

Employee Signature: _____

Date: _____

I Authorise and Approve this Position Description Cunnamulla Hot Springs Shift Supervisor signed by:

Neil Polglase Interim Chief Executive Officer

Date