



## POSITION DESCRIPTION

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<b>JOB TITLE</b>	Maintenance Leading Hand - Carpentry
<b>LOCATION</b>	QCCC Mapleton, 70 Obi Obi Road Mapleton 4560
<b>DATE</b>	Commencing from mid November 2020
<b>REPORTS TO:</b>	Manager, QCCC Mapleton
<b>DIRECT REPORTS:</b>	Guest Services Supervisor, QCCC Mapleton
<b>COMMENCEMENT:</b>	ASAP, definitely before 18 January 2020
<b>PROBATION PERIOD:</b>	6 MONTHS
<b>TERM:</b>	To be negotiated

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### POSITION DESCRIPTION

#### Position purpose

The purpose of QCCC is to introduce people to Jesus Christ through an enjoyable, educational, affordable and safe camping experience. In carrying out functions and relating to guests and colleagues, QCCC staff are expected to endorse, model and promote Christian values.

QCCC aims to exceed guest expectations by providing resources, services, programs and customer care of exceptional quality. The aim of the Guest Services department is to exceed guests' expectations by providing safe and comfortable buildings and facilities through good stewardship, workmanship, housekeeping, cleanliness and hospitality. The Guest Services department will deliver these requirements by striving to implement a level of customer service which is pursuant to the standards of servant hood embodied in the life of our Lord and Savior Jesus Christ.

The Guest Services department includes building Maintenance, housekeeping and cleaning, groundskeeping and pools maintenance

#### Main tasks

Core objectives include:

- Execute efficient maintenance and construction workflow
- Work in line with strategic business goals
- Maintain all forms of infrastructure to a high-quality standard
- Rectification of reported hazards to minimise risk to staff and guests
- Ability to work in a manual industry and outdoor environment
- Ensure workplace materials and documentation are stored and maintained in line with legal obligations and industry best practice
- Assist Guest Services Supervisor in the delegation of tasks to staff according to appropriate training and experience, when required.
- Other appropriate duties as required by the Manager.
- Provide timely and appropriate feedback to the Manager (and other appropriate staff) regarding contractor performance.

**Living Onsite responsibilities**

- Rostered after hours answering phone calls and responding to guests needs.
- Emergency Maintenance callouts after hrs. This is an important aspect of the position. These callouts require a tailored response to assess the issue and take appropriate action. Circumstances, departmental and guests' needs will dictate a range of responses from immediate repair to a make safe repair that allows for further repairs to be conducted within normal hours of work.
- Centre based emergency incident response, immediately and as required (eg: critical incident, fire response etc.)

**Other Duties**

- Handle telephone calls, emails and face to face client queries in a polite and efficient manner
- Fulfil other duties as required by management and other department personnel as requested/required

**Required qualities**

- Professional approach
- Organisational and time management skills
- Excellent attention to detail, especially when under pressure
- Ability and willingness to work flexible hours according to peaks and ebbs of business operations
- Good interpersonal and relational skills
- Ability to communicate effectively with people of all ages and backgrounds
- Ability to work within a budget
- Understanding of and commitment to providing exceptional quality customer service
- Ability to coordinate staff and work as part of a team
- Ability to train apprentices, interns and other staff

**Desired competencies**

- Analytical thinking
- Initiative
- Business awareness
- Tenacity
- Strategic thinking
- Positive approach to change

The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

**• SELECTION CRITERIA****Qualifications**

- One or more of the following: Trade qualifications (eg: 4 yr apprenticeship), sub-contractors' licence, current or expired builders licence.

**Experience**

- At least 5 years post-apprenticeship experience covering residential and or commercial construction.
- Comprehensive working knowledge of Council plumbing approval process, private certifications of building work, engineering Form 15 & 16 requirements for construction work
- Leading hand work history across several aspects of new projects, alterations and additions.
- Safe work at heights training and or experience
- Safe work with and around asbestos including processes for working under an Asbestos management plan

**Selection Criteria**

- **Great Commandment Approach:** A Christlike commitment to deliver the Great Commandment (Matthew 22:37-39) with a personal commitment to the reconciliation of all things, people and Creation, to the Creator. (A Pastoral Reference will be required).
- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner.

**Personal attributes**

- Professional approach (essential)
- Confident manner (essential)
- Ability to work with a variety of different personalities (essential)

**This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.**

**ACKNOWLEDGEMENT**

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I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

**SIGNED BY YOU**

.....  
Employee

.....  
Date

**SIGNED BY MANAGEMENT**

.....  
Manager

.....  
Date