



Job title: Maintenance Officer

Classification: M & H Level 4 (tradesperson) Level 5 modern award.

Reporting to: Facilities & Development Manager (FDM)

Location: Mulwala Water Ski Club – Melbourne Street Mulwala

Vision Statement:

The Murray Rivers best location for relaxation, accommodation and entertainment.

Mission Statement:

We will achieve our vision by providing our members and guests with a superior level of customer service across all facets of our business. We will provide this superior service in a clean, comfortable, safe and friendly environment. We will always strive to serve our members and guests in a cost effective and efficient manner so as to deliver great value for money.

We are committed to being the club of choice.

Purpose:

The Maintenance Officer is responsible for the day-to-day maintenance across the Club buildings, facilities, plant and equipment including the Ski Club, Holiday Park and the Max Kirwin Water Ski Park. Ensuring that all preventative maintenance, property-based maintenance projects are seen to, working closely with third-party contractors to meet caretaker, cleaning tasks and grounds maintenance requirements. Ensuring the highest standard of repair, presentation, hygiene in line with Work Health and Safety Legislation and the Clubs Risk Management standards are met.



156 Melbourne Street, Mulwala NSW 2647

Club (03) 5744 1888 - Golden Inn Restaurant (03) 5744 1515 - Waterside Pizza Pasta & Grill (03) 5744 1507
- Holiday Park (03) 5744 1050 - Pro Shop (03) 5744 2777

e: mulski@mulwalawaterski.com.au - www.mulwalawaterski.com.au

Duties & Responsibilities:

General Maintenance

- Perform routine and preventative maintenance on equipment and facilities, ensuring compliance with manufacturer specifications.
- Collaborate with contractors and tradespersons for outsourced maintenance tasks.
- Maintain and operate equipment safely and efficiently.
- Identify, record, and fix maintenance issues where capable; coordinate with FDM for scheduling if required.
- Travel to perform property maintenance tasks and procure supplies using the allocated maintenance vehicle with permission from the FDM or COO.
- Conduct gardening and landscaping tasks, including mowing, pruning, weeding, fertilising, and irrigation system upkeep.
- Comply with Work Health and Safety (WHS) regulations and report any concerns.
- Regularly inspect and maintain equipment and tools to ensure they are in good working order.

Caretaking and Cleaning

- Implement and maintain a weekly cleaning program for various areas, including bin enclosures, outdoor furniture, and pathways.
- Remove cobwebs and clean light fittings, air conditioning ducts, vents, and exhausts.
- Ensure doors and playground areas are in good condition and clean.
- Collect and dispose of rubbish daily from all office and work areas.
- Clean and maintain the Club's courtesy buses and vehicles weekly.
- Inspect and maintain cabins, rooms, campsites, and amenity blocks according to maintenance schedules.
- Maintain and ensure the proper operation of sewer pit pumps and dump points.
- Oversee the upkeep of boat ramps and ski park lakes.
- Provide quality customer service to visitors and guests of the Club and its facilities.

Administration

- Complete detailed checklists and inspections; consult with FDM to approve necessary tasks.
- Report ongoing maintenance tasks and concerns to the FDM.
- Maintain records such as water meter usage and gas readings related to food contractor/restaurant leases.
- Monitor and reorder maintenance stock items as needed, adhering to the Club's budget guidelines.
- Assist in maintaining accurate plans of essential services (e.g., water, drainage, gas, fire) and document any alterations.
- Handle confidential information with discretion and in accordance with the Club's policies.
- Report all emergencies, incidents, and accidents as per the Club's incident register.

Prerequisites:

Essential:

- Current First Aid and CPR Certificates or willingness to obtain
- Understanding of Work Health & Safety Regulations and Risk Management
- Proven experience in a service-based industry
- Valid Driver's Licence and MR Bus Licence
- Strong verbal and written communication skills
- Ability to work proactively and unsupervised under management direction

Desirable:

- Formal Trade Certificate (Plumber, Electrician, or Carpenter) or equivalent experience
- Previous experience in building/site maintenance.
- Understanding of Registered Club Operations and Compliance requirements.
- Knowledge of Material Safety Data Sheets (MSDS) and associated safety precautions
- Proficient in Microsoft Office and have basic computer skills

Specific Skill, knowledge and attribute requirement:

Communication:	<ul style="list-style-type: none"> • Communicates effectively with co-workers, members and guests in both verbal and written.
Customer Service:	<ul style="list-style-type: none"> • Identifies and meets members and guests expectations. • Follows the club mission statement on service standards.
Business Acumen:	<ul style="list-style-type: none"> • Required understanding of all the clubs' products and facilities. • Considers commercial and financial implications of decisions and seeks approval from management.
Results Driven:	<ul style="list-style-type: none"> • Works in accordance with club standards, and identifying where necessary any improvements required. • Meets required deadlines with quality output.
Build External Relations:	<ul style="list-style-type: none"> • Builds on existing relationships with all contractor providers and service providers.
Personal Characteristics:	<ul style="list-style-type: none"> • Proactive and self-motivated. • Ability to participate actively and part of a team. • Commitment to high standards and attention to detail. • Methodical and organised. • Displays initiative and innovation. • Problem solver.

	<ul style="list-style-type: none"> • Able to work with focus and autonomy, under all conditions. • Excellent time management • Accountable and responsible
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KPIs:

<u>KRA 1</u> I will maintain the club's compliance status:	<ul style="list-style-type: none"> • Ensure all equipment is kept in good working order and is compliant with WHS. • All works conducted by the club or contractors meet state and federal codes.
<u>KRA 2</u> Time Management:	<ul style="list-style-type: none"> • Work with Management to address all WHS reports as required. • Carry out all works with minimal or no disruption to customer service. • Meet all required time frames.
<u>KRA 3</u> Maintain Club Standards:	<ul style="list-style-type: none"> • Monitor and maintain service registers. • Monitor and maintain maintenance schedule. • Conduct regular walk throughs of facilities to ensure club standards are met.
<u>KRA 4</u> Provide Vision & Scope:	<ul style="list-style-type: none"> • Provide regular feedback to Facilities & Development Manager on potential works required. • Provide knowledge and input into renovation concepts.
<u>KRA 5</u> Budget:	<ul style="list-style-type: none"> • Work within set budgets managed by the Facilities & Development Manager.

	<ul style="list-style-type: none"> • In consultation with Management, source competitive rates for purchases and service agreements. • Keeping in mind the best options for the club as a whole.
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Employee Name: _____ No: _____

Employee Signature _____ Date _____

Club Representative Name: _____ No: _____

Club Representative Signature: _____ Date _____

