

## Job Description

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| <b>Job Title:</b>         | <b>Parc Logistics Representative</b>   |
| <b>Campsite Type:</b>     | <b>Team</b>                            |
| <b>Reporting to:</b>      | <b>Senior Staff Member</b>             |
| <b>Salary:</b>            | <b>TBC</b>                             |
| <b>Brand Scope:</b>       | <b>Eurocamp and Al Fresco Holidays</b> |
| <b>Employing Company:</b> | <b>Greenbank Services Ltd</b>          |

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**Purpose:** To consistently provide a great experience to all our guests from the moment they arrive on site and throughout their holiday with us.

### Principle Accountabilities:

- To consistently deliver a 'brand quality standard' always meeting the expectations of our guests and aspire to exceed it. The core elements of the standard will entail:
  - A great welcome with a smile
  - Delivering safe, functional, fully equipped and clean accommodation
  - Being visible and available to our guests when they need us
- To provide a logistics service on Parc for the distribution of linen and equipment.
- Ensuring that all guests questions and needs are responded to promptly and efficiently
- To provide detailed and relevant information to guests about the local area, campsite facilities and services and Kids Club
- To clean accommodation both internally and externally at the start of the season and following each departure.
- To ensure accommodation is fit for purpose through checking standards and carrying out repair and maintenance tasks on the interior and exterior of accommodation
- To complete additional tasks during the set up period to ensure units are ready for guests.
- To organise workload to ensure working time is efficiently managed to meet needs of business and guests.
- To be responsible for ensuring the safe-keeping of any equipment and companies monies and to submit accurate accounts and paperwork.
- To complete administration accurately and on time
- To ensure all health and safety procedures are followed and actions arising are completed
- To communicate effectively to build strong working relationships with internal and external customers and suppliers, that improves the guest experience
- To ensure company policy and standards are maintained as described in training and supporting literature such as the "Campsite Manual"
- To carry out any other duties as required by your line manager

## Requirements – Parc Logistics Representative (Team)

### Knowledge, Skills and Attitude

#### Essential

- 21+ (company hire vehicle requirement)
- Full Driving Licence
- Good working knowledge of English language
- Ability to carry out repetitive tasks (i.e. cleaning)
- Customer focused
- Communicates in a clear, calm and professional manner
- Flexible in approach to duties, working time and location
- Ability to work in a team
- Willingness to learn

#### Preferred

- Experience of driving a transit van or similar
- Working knowledge of a European language (French, Spanish, Italian)
- Previous work experience
- Motivated
- A working knowledge of numeracy and IT (Google Drive, smartphones, tablets and cloud based systems)

