

# PI Operations Pty Ltd

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Position Profile			
Position Title	Go Kart Supervisor		
Reporting To	Tourism Manager		
Direct Reports	Mechanics, Go Kart Assistant Supervisors and Casual Go Kart Attendants		
Location	Phillip Island Grand Prix Circuit		
Business Unit		Cost Centre	15440

Position Summary
<p>Responsible for the supervision of the day to day operations and on track activities at the Go Kart facility, including dealing directly with hirers/ customers and ensuring excellent customer service is provided to our go kart patrons in a safe and effective manner. Provide leadership, support and direction to staff at all times.</p> <p>Oversee the maintenance and presentation of the go karts, go kart facility and grounds.</p>

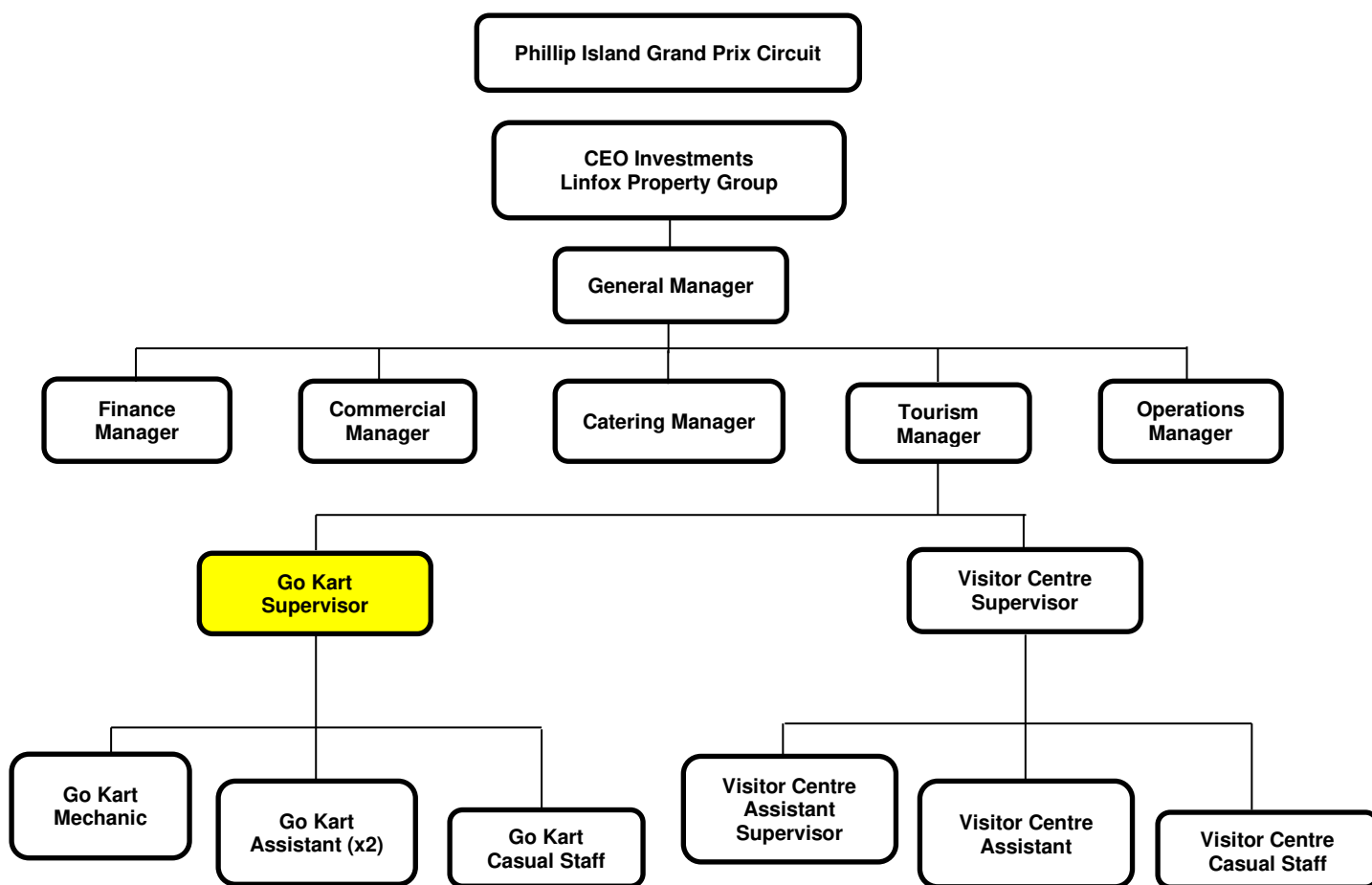
Key Accountabilities	
<b>Duties &amp; Responsibilities</b>  <b>Go Kart Operations</b>	<p><b>Customer Service</b></p> <ul style="list-style-type: none"><li>• Lead and develop a customer service focused team</li><li>• Ensure the highest possible standards of customer service are always maintained</li><li>• Demonstrate a friendly, professional and customer focused approach</li><li>• Monitor customer feedback and respond appropriately</li></ul> <p><b>General</b></p> <ul style="list-style-type: none"><li>• Supervise and assume full responsibility of the Go Kart operations</li><li>• Ensure Go Kart facility is opened and closed punctually at publicised times</li><li>• Improve results through a team effort</li><li>• Ensure the smooth operations of the go kart facility per relevant policy and procedures</li><li>• Issue instructions to kart hirers per relevant policy and procedures</li><li>• Actively monitor the go kart track ensuring compliance of track rules and regulations</li><li>• Report and respond to on track incidents</li><li>• Ensure the highest possible standard of maintenance and presentation regarding the track, facilities, buildings and toilets</li><li>• Cleaning of facilities</li><li>• Assist with compliance, implementation and reviews of procedures</li><li>• Other duties as required</li></ul> <p><b>Financial</b></p> <ul style="list-style-type: none"><li>• Complete end of month reports in an accurate and timely manner</li><li>• Raise purchase orders and obtain necessary approvals within pre-set limits</li><li>• Ensure sales are processed and balanced daily within operating processes</li></ul>

	<b>Staff</b> <ul style="list-style-type: none"> <li>• Manage staff and roster per operational requirements</li> <li>• Supervision and training of go kart staff to drive the highest level of customer service</li> <li>• Liaise with Visitors Centre staff to ensure bookings run effectively and efficiently</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Adhering to all safe working policies/procedures in accordance with instructions</li> <li>• Taking reasonable care of themselves and others who may be affected by their actions</li> <li>• Ensuring they are able to competently and safely perform any work they undertake and are aware of the risks and hazards associated with their work</li> </ul>
<b>Stakeholder Management</b>	<ul style="list-style-type: none"> <li>• Internal customer service by providing assistance and accurate information when required</li> <li>• Provide information to external customers as required</li> </ul>
<b>Develop our People</b>	<ul style="list-style-type: none"> <li>• Maintain positive relationships with managers, colleagues and external contacts to work effectively and facilitate achievement of departmental objectives and targets</li> <li>• Deal effectively with queries so as to present a professional, efficient and helpful demeanour</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>• Actively seek our opportunities to reduce the company's carbon footprint through energy savings strategies</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Possess effective verbal communication skills</li> <li>• Possess a high level of accountability and commitment</li> </ul>

<b>Education, Qualifications &amp; Experience</b>	
<b>Education</b>	<ul style="list-style-type: none"> <li>• Successful completion of secondary education</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Current Driver Licences</li> <li>• Accredited Level 2 First Aid Trained (*)</li> </ul> <p>*training preferred but can be provided where required</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• More than 3-year experience in a supervisory role</li> <li>• Previous experience in a customer service role</li> <li>• Computer skills (Microsoft Office suite)</li> <li>• Mechanical knowledge an advantage</li> <li>• Ability to work under pressure and to deadlines</li> <li>• Success as a team player in a dynamic work environment</li> </ul>

<b>PIGPC Values</b>	<b>Key Observable Actions</b>
<b>Integrity</b>	<ul style="list-style-type: none"> <li>• Honest, ethical dealings within the letter and spirit of the law.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Working towards a common goal in a collaborative, inclusive manner.</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Places the customer front of mind to deliver exceptional service</li> </ul>
<b>Mutual Support &amp; Respect</b>	<ul style="list-style-type: none"> <li>• Being available, respect for others' opinions, time, feelings and by use of appropriate language.</li> </ul>
<b>Trust &amp; Openness</b>	<ul style="list-style-type: none"> <li>• Facilitating frequent, transparent two-way communications.</li> </ul>
<b>Courage</b>	<ul style="list-style-type: none"> <li>• To risk going beyond our comfort zone and to learn from our mistakes.</li> </ul>
<b>Fairness</b>	<ul style="list-style-type: none"> <li>• Accepting of difference of opinion and achieving balance and equity in outcomes.</li> </ul>
<b>Uncompromising Standards</b>	<ul style="list-style-type: none"> <li>• Care for health, safety and the environments as well as living and promoting our values in a culture of continuous improvement and learning.</li> </ul>

## Organisational Structure



### APPROVAL

Manager: \_\_\_\_\_

Date: \_\_\_\_\_

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_