

Receptionist – Gloucester Holiday Park

Location: Gloucester, NSW

Looking for more than just your next job?
Join a team that's helping shape the future of the MidCoast while enjoying the perfect balance of meaningful work and an exceptional lifestyle on the Barrington Coast. Here, your contribution matters - to your community, your team, and your own future.

The Opportunity

Do you have a passion for customer service and enjoy creating a welcoming and positive experience for visitors? MidCoast Council is seeking friendly, organised and customer-focused individuals to join the team at Gloucester Holiday Park in both full-time and casual Receptionist roles, supporting the smooth day-to-day operations of the park and ensuring an exceptional experience for guests.

In these roles, you'll be a key point of contact for guests, helping with reservations, check-ins and enquiries while providing efficient administrative support. You'll help ensure guests feel welcome and receive helpful, professional service throughout their stay.

In this role, you will:

- Manage reservations and assist guests with check-in and check-out processes.
- Respond to phone, email and in-person enquiries, provide local tourist information and assist guests with their questions.
- Process payments, handle daily cash, reconcile accounts and maintain accurate

records.

- Complete administrative duties including data entry, filing, reporting and maintaining an organised reception area.
- Respond to guest feedback, issues and complaints promptly and professionally, escalating matters when required.
- Support workplace health and safety by identifying hazards, managing risks and reporting incidents.
- Liaise with Council officers on operational matters, capital works and promotional initiatives.
- Help maintain site security, including being available after hours for emergencies, and promote Gloucester Holiday Park and Council tourism services.

What you'll bring

- Experience in reception, administration or customer service.
- Excellent communication and interpersonal skills, with a friendly and professional manner.
- Strong computer literacy and experience using booking systems.
- The ability to handle cash and process financial transactions accurately.
- Good organisational skills, reliability and the ability to manage competing priorities.
- A customer-first approach and the ability to respond professionally to guest enquiries, feedback and complaints.
- Availability to work flexible hours, including weekends and public holidays, and to be on call for emergencies.

What we offer?

We are committed to the growth of our employees and have a range of benefits available to support wellbeing and career development. Click here to find out more.

Looking to relocate? From housing and transport to community connections and personalised support - discover a range of local services designed to make your move

to the MidCoast region easier. Learn more here.

Salary: Full-time: Commencing salary circa $65,200p.a. plus superannuation.

Casual: Casual hourly rate $33.04 + 25% casual loading.

Location: Thess position's will be based at Gloucester Holiday Park at Denison Street, Gloucester. You may also be required to be based from other Council sites across the MidCoast Council region.

Tenure: Both full-time and casual positions available.

Closing date: Sunday, 15 November 2026 at 11:00 pm.

For questions relating to the position requirements please contact Hamish Taylor - Legal Counsel / Coordinator Legal and Property Services who is the hiring manager for this role. Hamish can be reached on (02) 7955 7219 or at hamish.taylor@midcoast.nsw.gov.au.

For enquiries regarding the application process contact Margot Broadfoot, Human Resources Officer who is the HR representative for this role. Margot can be reached on (02) 7955 7334 or at Margot.Broadfoot@midcoast.nsw.gov.au.

How to apply:

- When responding to the questions below, please include detailed and relevant examples of your skills and experience. Using the STAR method can help you prepare clear and concise responses using real-life examples. For more information regarding the STAR method, please click on this link.
- Please avoid using AI to generate responses to answer the questions in your application.
- You have the option to save your application prior to submitting, however please ensure you don't forget to submit your application before the closing date.
- Click the "NEXT" button at the bottom of the application form to attach your resume. We recommend using Pdf formatting where possible.
- Attaching a Cover Letter is not a requirement of the application process. However, there is an 'optional field' to attach a Cover Letter, if you wish to do so.
- We will be in touch via email.

Our organisation

At MidCoast Council our people are our most important resource and we believe that

we can only reach our full potential when you reach yours. This is the place for those who seek to play a role in the community and have an enthusiasm to learn and grow. Here you can make a real difference.

Our community is our customer and is at the centre of everything we do. We value, support and empower our people to deliver positive results for our community.

Right now, we are investing heavily in our organisation, and our people. Our Administration Centre is a state-of-the-art facility designed to inspire innovation, creativity and collaboration. The building has been named 'Yalawanyi Ganya' which means "sitting/meeting place" in the Gathang language of the indigenous people across the MidCoast Region.

About the MidCoast Region

From lakes and estuaries to white sandy beaches to world heritage mountain wilderness, the MidCoast region offers an attractive lifestyle for everyone. Our community is characterised by its welcoming attitude, growing economy and natural beauty. These are the pillars of the quality of life we value.

Our commitment

At MidCoast Council we are committed to providing equal employment opportunities. Our aim is to provide all of our staff with an inclusive, safe and healthy working environment. We never discriminate on the basis of race, religion, national origin, gender identity or expression, sexual orientation, age or marital, veteran or disability status. If you have a disability and need to request any adjustments to assist with the application process, or to discuss workplace adjustments you may require, please contact the HR representative.

Council also recognises the skills and attributes of veterans and welcomes applications from ex-service personnel.

We respectfully ask that recruitment agencies do not contact us at this stage.