



Department of Biodiversity,
Conservation and Attractions

**ROTTNEST
ISLAND
AUTHORITY**

Job Description Form

Position Details

Position Title: Supervisor Pedal & Flipper	Position Number: RIA3120543 / 3120544 / 3129454	Level: 3
Division: Rottnest Island Authority	Branch: Visitor Services	Section: Pedal & Flipper
Employment Agreement: PSCA 2024	Location: Rottnest Island (Commuting)	Effective Date: 12 January 2026

Our Values

Our values drive the way we make decisions, interact with each other, and work together to achieve results.



Integrity
Commitment to knowing and doing what is right



Collaboration
Commitment to team, partnership and the support of others



Accountability
Commitment to being transparent, taking ownership and personal responsibility



Respect
Commitment to the respect of people, culture and place



Excellence
Commitment to quality, innovation and continuous improvement

Reporting Relationships

<table border="1" style="width: 100%;"> <tr> <td style="width: 60%;">Position Title Manager Pedal & Flipper</td> <td style="width: 40%;">Level/Grade 5</td> </tr> </table> <p style="text-align: center;">↑</p> <p>Responsible to</p> <table border="1" style="width: 100%; background-color: #ffff00;"> <tr> <td style="text-align: center;">This position</td> </tr> </table> <p style="text-align: center;">↑</p>	Position Title Manager Pedal & Flipper	Level/Grade 5	This position	⇐	<table border="1" style="width: 100%;"> <tr> <td style="width: 80%;">Position title</td> <td style="width: 20%;">Level</td> </tr> <tr> <td style="height: 100px;"></td> <td></td> </tr> </table>	Position title	Level		
Position Title Manager Pedal & Flipper	Level/Grade 5								
This position									
Position title	Level								

Officers under *direct* responsibility

Position Title	Level/Grade	Approx. no. FTEs supervised
Visitor Services Assistant 3 FTE	1	-
Visitor Services Assistant – casual pool 8 FTE	1	-

About the Role

The Supervisor role assists the Manager Pedal & Flipper with the day-to-day management of the Pedal & Flipper bike hire operation on Rottnest Island. The Supervisor Pedal & Flipper supervises a team of Visitor Services Assistants ensuring that they carry out their duties with full care and attention and deliver great customer service.

The position is one of a team of Supervisors operating in one of Rottnest Island Authority’s very busy customer focused, commercial business units, who individually and collaboratively make a major contribution to the strategy that supports the Rottnest Island experience.

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Individuals undertake their duties and responsibilities in accordance with the department's [Code of Conduct](#), policies and procedures, and relevant Government legislation.

Responsibilities:

Pedal & Flipper Operations

1. Supervise the day-to-day operations of the Pedal & Flipper team. Coordinate and motivate the team to maximise performance and sales of Pedal & Flipper products and services.
2. Work closely with the Manager and other Supervisors to lead a team of up to 30 staff daily, including floor staff, cashiers, office administration staff and bike mechanics.
3. Ensure that Occupational safety and health (OSH) guidelines are followed and that team members adhere to the Code of Conduct.
4. Ensure the team consistently delivers high quality customer service and that visitor satisfaction is maximised before and after visitors reach the Island.
5. Ensure that timely and effective communications are maintained with management and team members, stakeholders and other RIA departments.
6. Provide training and ongoing coaching to staff in relation to processes, systems and standards.
7. Promote and inform customers about RIA products, services, and programs and actively up-sell and cross-sell products and maximise sales.
8. Perform daily reporting tasks including the provision of reports to management and RIA Finance.
9. Carry out banking reconciliations in line with finance and audit requirements.
10. Resolve customer service issues and address complaints in a timely manner.
11. Ensure that high standards are always maintained in the presentation of the Pedal & Flipper building.

Planning & Administration

12. Supervise, undertake and support administrative activities for Pedal & Flipper. This includes procurement, ensuring product availability, monitoring third party booking systems and invoicing third parties.
13. Assist with preparation of team rosters to ensure the effective and cost-efficient management of resources to deliver results.
14. Liaise daily with Pedal & Flipper mechanics to ensure that bikes out of service are within agreed parameters.
15. Maintain agreed stock levels of spare parts and retail items to ensure ongoing supply, monitoring usage and associated budgets to ensure all purchasing remains within approved financial limits.
16. Assist the Manager in performing back-end programming of the Rentrax inventory management system, and associated payment systems.
17. Review team performance against KPI's and identify ways to increase sales and continually enhance the visitor experience.

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18. Contribute to maintaining and developing operational procedures and communicate any changes to the team.
19. Undertake stock management, including disposal of bikes and recreational items.

Other Duties

18. Undertake other activities as directed.

Selection Criteria

Applicants should address the following essential criteria. These should be addressed in no more than three (3) pages in total.

1. Demonstrated experience at team leader/supervisory level within a high-volume hire, retail, or tourism business.
2. Proven ability in supervising, developing and motivating a results driven team focused on the delivery of excellent customer service in a high turnover business operation.
3. Strong communication skills with the ability to manage and resolve customer service issues in a high-pressure environment.
4. Demonstrated experience of using point of sale (POS) or inventory management systems at a high level, including end-of-day cash reconciliation skills.
5. Strong administration skills including the ability to respond to enquiries, write procedures and create financial reports using Microsoft Excel.
6. Applies and promotes the principles of equity, diversity and work health and safety in the workplace.

The following essential criteria will be assessed as required:

7. Behaviour that reflects **Integrity, Collaboration, Accountability, Respect and Excellence.**

Flexibility Requirement

- Must be capable of commuting to and from Rottneest Island daily with the requirement for the occasional overnight stay.
- Must be capable and willing to work rostered working arrangements including weekend and public holidays. Work hours will be posted on a fortnightly roster in advance.

Behaviour Expectations [Leadership Expectations](#) provides a common understanding of the mindset and expected leadership behaviours for all public sector employees. The expected behaviour for this role is [Leading Others](#)

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Other position-related information (only relevant ones will be populated)

Position Status - Permanent <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No FTE: 1.0
National Police Check <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No For more information refer to the department’s guidelines on National Police checks .
Current WA Driver’s Licence or equivalent (only specify yes if a driver’s licence is required for appointment to the position) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Medical Assessment <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Working with Children <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If this position works with children, refer to http://www.checkwwc.wa.gov.au/checkwwc/WWC+Check/
Allowance and Special Conditions <input type="checkbox"/> District Allowance <input type="checkbox"/> Air Conditioning <input type="checkbox"/> Ranger Leave (Rangers only) <input type="checkbox"/> North West Leave <input type="checkbox"/> No Fixed Hours (Rangers only) <input type="checkbox"/> Other (Please specify)

Certification

The details contained in this document are an accurate reflection of position.

Division Head	Executive Director
Signature:	Signature:
Date:	Date: