

Position Description

POSITION	Guest Services Officer	
REPORTS TO	Guest Services Supervisor	
DIRECT REPORTS	Nil	
CONTACTS	Internal: <ul style="list-style-type: none"> ▪ Park employees ▪ Regional managers ▪ Reflections Holidays employees 	External: <ul style="list-style-type: none"> ▪ Suppliers ▪ Contractors ▪ Customers ▪ Park guests /residents/holiday van owners
PURPOSE	To carry out guest services duties within the park, provide excellent customer service experience every time, and represent Reflections Holidays in a positive manner.	
KEY RESPONSIBILITIES	<p>Guest Services</p> <ul style="list-style-type: none"> ▪ Provide exceptional customer service including liaising with guests face to face; via telephone and internet for bookings, enquiries and complaints ▪ Process guest reservations, cancellations, arrivals and departures, and provide information on the local area and park facilities ▪ Undertake general office duties, banking and cleaning of office/kiosk ▪ Prepare correspondence, record keeping of all mail and carry out filing in accordance with procedures ▪ Assist Park manager and Supervisors with the opening and closing of office and kiosk/store ▪ Receiving and dispensing of monies via computerised point of sale register ▪ Assist supervisor with stock take and invoicing for kiosk, store, cabin, office and cleaning equipment and chemicals ▪ Assist and direct visitors within the park and as they enter the park ▪ Assist Guest Services Supervisor in social media administration at park level as required <p>Kiosk (if present in park)</p> <ul style="list-style-type: none"> ▪ Preparation and cooking of food ▪ Ensure appropriate stock levels are maintained ▪ Assist with fuel sales as applicable ▪ Organise, set up and running of children’s activities ▪ Communicate effectively with all park staff <p>WHS</p> <ul style="list-style-type: none"> ▪ Follow Work Health and Safety (WHS) procedures 	

	<ul style="list-style-type: none"> Identify hazards, assess and control safety risks Any other duties as directed by management
QUALIFICATIONS	<ul style="list-style-type: none"> Certificate III in Holiday Parks and Resorts First Aid certificate Current Driver Licence (desirably the ability to drive a manual car) Food Safety certificate Chemical application certification All other compliance training as required
EXPERIENCE	<ul style="list-style-type: none"> Experience in delivering excellent customer service Experience in food handling and preparation (including ability to prepare menus) Experience in cleaning, and stock control Experience administration / front office reception and cash handling Experience in the organisation and running of children's activities, arts and crafts, and games desirable Experience in looking after children or in child related employment desirable Experience in hospitality (desirable)
KNOWLEDGE	<ul style="list-style-type: none"> Sound knowledge and understanding of relevant Work Health and Safety and Safe Food Handling regulations Knowledge and understanding of Material Safety Data Sheets, and safe storage of cleaning equipment and chemicals Sound knowledge and understanding of activities, arts and crafts, and games suitable for children desirable
COMPETENCIES	<ul style="list-style-type: none"> Ability to work productively, independently and as a part of a team Ability to organize and complete daily work activities Excellent customer service and communication skills Competent computer skills including the use of a point of sale register Ability to demonstrate a high level of accuracy Ability to manage time to meet priorities Ability to learn quickly, use initiative and adapt to changing work environments Ability to problem solve Cash handling Ability to communicate with all levels of guests, including children
CAPABILITY REQUIREMENTS	<p>Business Leadership</p> <ul style="list-style-type: none"> Thinks Systemically – Recognises the complex interrelationships among business activities and understands the "big picture" of how decisions impact Reflections Holidays overall, business units, outcomes or processes.

	<ul style="list-style-type: none"> ▪ Analyses Information – Analyses and understands quantitative and qualitative data, including financial data, industry data, people metrics and survey results. ▪ Planning and structure – Sets up clear processes and structures for delivery of projects. Structures work by efficiently planning and coordinating activities, identifying critical paths to the completion of activities, and manage resources to accomplish objectives on time and within budget. ▪ Drives Results – Actively works towards the achievement of project visions and delivering the best outcomes for Reflections Holidays. Sets clear goals to work towards and creates plans to overcome obstacles as they arise. <p>People Leadership</p> <ul style="list-style-type: none"> ▪ No direct people leadership responsibilities <p>Interpersonal Characteristics</p> <ul style="list-style-type: none"> ▪ Collaborates – Willingly works with others across Reflections Holidays towards common goals, understands the responsibilities, activities and ways to develop business interrelationships. ▪ Influencing others – Effectively influences internal and external stakeholders, using data, logic and reasoning to drive the best outcomes for Reflections Holidays. <p>Leverages Networks – Builds, maintains and leverages contacts both within and outside the organisation to gather critical information and influence key decisions</p>
<p>SELECTION CRITERIA</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Certificate III in Holiday Parks and Resorts or willingness to obtain ▪ Current Driver Licence (desirably the ability to drive a manual car) ▪ Food Safety certificate ▪ Current Working with Children Check clearance for paid employment ▪ Chemical application certification or willingness to obtain ▪ Experience in food handling and preparation ▪ Experience in cleaning and stock control ▪ Experience in customer service, administration / front office reception and cash handling ▪ Sound knowledge and understanding of relevant Work Health and Safety legislation ▪ Competent computer skills including the use of a point of sale register ▪ Ability to demonstrate a high level of accuracy ▪ Ability to work productively and independently ▪ Excellent customer service and communication skills ▪ Ability to manage time to meet priorities ▪ Ability to learn quickly, use initiative and adapt to changing work environments

	<ul style="list-style-type: none"> ▪ Ability to work productively and independently ▪ Ability to problem solve ▪ Ability to communicate with all levels of guests, including children • Willingness to undertake police checks as part of recruitment and ongoing screening processes <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience in hospitality ▪ First Aid certificate ▪ Experience in the organisation and running of children’s activities, arts and crafts and games ▪ Experience in looking after children or in child related employment
REFLECTIONS HOLIDAYS VALUES	<i>How our company values apply to all employees</i>
GROW TOGETHER	When we work as a team, everyone benefits. We grow when our people, our places and communities are at their best – teamwork helps us all grow and learn.
SAY IT, DO IT	We deliver on our promises – we are all as good as our word. We are solutions focused.
MAKE A DIFFERENCE	In partnership with others, we achieve better outcomes. We believe everyone can make a difference in the lives of people, places, and our planet.
CARE DEEPLY	We are genuine and demonstrate care for our customer, our communities, our people, and our world. We deliver to a high standard.
ACKNOWLEDGEMENT:	
I acknowledge that I have read and understood the duties and responsibilities as listed in this position description and have been provided a copy for my reference.	
SIGNATURE:	
DATE:	