

Position Description

POSITION	Reservations Agent	
REPORTS TO	Reservations Manager	
DIRECT REPORTS	Nil	
CONTACTS	Internal: <ul style="list-style-type: none"> ▪ Park employees ▪ Operations Managers ▪ Reflections Holidays' employees 	External: <ul style="list-style-type: none"> ▪ Suppliers ▪ Contractors ▪ Customers ▪ Park guests
PURPOSE	To carry out guest services duties, always provide excellent customer service experiences and represent Reflections Holiday in a positive manner.	
KEY RESPONSIBILITIES	<p>Guest Services</p> <ul style="list-style-type: none"> ▪ Provide exceptional customer service including liaising with guests via telephone and internet for bookings, enquiries and complaints ▪ Process guest reservations & cancellations and provide information on the park's local area and facilities ▪ Prepare correspondence, record keeping of all mail and carry out filing in accordance with procedures ▪ Assist with Emergency Management procedures ▪ Assist with on-park duties including travelling to and working within Park sites as required ▪ Communicate effectively with all guests and park staff ▪ Any other reasonable duties as directed by management <p>WHS</p> <ul style="list-style-type: none"> ▪ Follow Work Health and Safety guidelines and procedures ▪ Identify hazards, assess and control safety risks 	
QUALIFICATIONS	All Reflections compliance training as required	
EXPERIENCE	<ul style="list-style-type: none"> ▪ Experience in delivering excellent customer service ▪ Experience in administration or front office reception ▪ Experience in tourism or hospitality (desirable) 	

KNOWLEDGE	<ul style="list-style-type: none"> ▪ Experience using Booking / Reservations Systems ▪ Experience working in a call centre environment
COMPETENCIES	<ul style="list-style-type: none"> ▪ Ability to work productively and independently ▪ Ability to manage time to meet priorities ▪ Ability to learn quickly, use initiative and adapt to changing work environments ▪ Ability to problem solve ▪ Ability to demonstrate a high level of accuracy ▪ Ability to communicate with all levels of guests, including children ▪ Excellent customer service and communication skills
CAPABILITY REQUIREMENTS	<p>Business Leadership</p> <ul style="list-style-type: none"> ▪ Thinks Systematically – Recognises the complex interrelationships among business activities and understands the “big picture” of how decisions impact Reflections Holiday overall, business units, outcomes or processes. ▪ 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 the 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 Holiday ▪ . 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 Holiday 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 Holiday. <p>Leverages Networks – Builds, maintains and leverages contacts both within and outside the organisation to gather critical information and influence key decisions.</p>

SELECTION CRITERIA	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Experience in delivering excellent customer service ▪ Experience in administration or front office reception and cash handling ▪ Ability to work productively and independently ▪ Ability to manage time to meet priorities ▪ Ability to learn quickly, use initiative and adapt to changing work environments ▪ Ability to problem solve ▪ Ability to demonstrate a high level of accuracy ▪ Ability to communicate with all levels of guests, including children <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience in tourism or hospitality
REFLECTIONS HOLIDAYS VALUES	<p><i>How are company values apply to all employees</i></p>
GROW TOGETHER	<p>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.</p>
SAY IT, DO IT	<p>We deliver on our promises – we are all as good as our word. We are solutions focused.</p>
MAKE A DIFFERENCE	<p>In partnership with others, we achieve better outcomes. We believe everyone can make a difference in the lives of people, places, and our planet.</p>
CARE DEEPLY	<p>We are genuine and demonstrate care for our customer, our communities, our people, and our world. We deliver to a high standard.</p>
<p>ACKNOWLEDGEMENT:</p> <p>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.</p>	
SIGNATURE:	
DATE:	