

Position Description

POSITION	Senior Guest Services Officer	
REPORTS TO	Park 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 within the park, always provide excellent customer service experiences 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 the office and kiosk ▪ Prepare correspondence, record keeping of all mail and carry out filing in accordance with procedures ▪ Assist the Park Manager and Supervisors with the opening and closing of office and kiosk ▪ Receive and dispense monies via computerised point of sale register in accordance with procedures ▪ Assist Supervisor with stock take and invoicing for kiosk, store, cabins, office and cleaning equipment and chemicals ▪ Assist and direct visitors within the park and as they enter the park ▪ Assist in social media administration at park level as required ▪ Communicate effectively with all guests and park staff <p>Leadership</p> <ul style="list-style-type: none"> ▪ Supervision of Guest Services Officers during shift; ▪ Providing guidance to Guest Services staff on complaints handling and general workplace procedures during shift; 	

	<ul style="list-style-type: none"> ▪ Assisting in training and coaching of Guest Services Officers; ▪ Implement stock management for the office and kiosk as required; ▪ Ordering of uniforms for staff; ▪ Workplace management, including the processing of invoices and raising of requestions and check requests; ▪ Completing incident reports and record keeping through Myosh. <p>WHS</p> <ul style="list-style-type: none"> ▪ Follow Work Health and Safety guidelines and procedures ▪ Identify hazards, assess and control safety risks ▪ Any other reasonable duties as directed by management
QUALIFICATIONS	<ul style="list-style-type: none"> ▪ Certificate III in Holiday Parks and Resorts or willingness to obtain ▪ First Aid Certificate (if required) ▪ Current Driver Licence ▪ Food Safety Certificate (if working in kiosk) ▪ 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 in administration or front office reception and cash handling ▪ Experience in the organisation and running of children’s activities, including arts and crafts and games (desirable) ▪ Experience in tourism or hospitality (desirable)
KNOWLEDGE	<ul style="list-style-type: none"> ▪ Sound knowledge and understanding of Work Health and Safety regulations and safe work practices ▪ Sound knowledge and understanding of Safe Food Handling regulations ▪ Use and safe storage of cleaning equipment and chemicals ▪ Knowledge and understanding of Material Safety Data Sheets
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

<p>CAPABILITY REQUIREMENTS</p>	<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 NSWCHPLM t/a Reflections Holiday Parks 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 NSWCHPLM t/a Reflections Holiday Parks. 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 NSWCHPLM t/a Reflections Holiday Parks 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 NSWCHPLM t/a Reflections Holiday Parks. <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 ▪ First Aid Certificate (if required) ▪ Food Safety Certificate (if working in kiosk) ▪ Current Driver Licence ▪ Experience in delivering excellent customer service ▪ Experience in food handling and preparation, including ability to prepare menus ▪ Experience in cleaning and stock control ▪ Experience in administration or front office reception and cash handling ▪ Sound knowledge and understanding of Work Health and Safety regulations and safe work practices ▪ Sound knowledge and understanding of Safe Food Handling regulations ▪ Use and safe storage of cleaning equipment and chemicals

	<ul style="list-style-type: none"> ▪ Knowledge and understanding of Material Safety Data Sheets ▪ 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 ▪ Chemical Handling and Storage Certificate
REFLECTIONS HOLIDAYS VALUES	<i>How are company values apply to all employees</i>
GROW TOGETHER	<p>When we work as a team, everyone benefits.</p> <p>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	We deliver on our promises – we are all as good as our word. We are solutions focused.
MAKE A DIFFERENCE	<p>In partnership with others, we achieve better outcomes.</p> <p>We believe everyone can make a difference in the lives of people, places, and our planet.</p>
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:	