

Position Description

POSITION	Revenue Coordinator		
REPORTS TO	Head of Sales and Revenue	DIRECT REPORTS	NIL
KEY STAKEHOLDERS	Internal: <ul style="list-style-type: none"> ▪ Regional Managers ▪ Park Managers ▪ Marketing team ▪ Reflections Employees 		External: <ul style="list-style-type: none"> ▪ OTAs ▪ Property Management System Account Manager ▪ Auditors
PURPOSE	<p>The Revenue Coordinator is responsible for supporting a wide range of strategic and operational processes, including the management of rates, inventory and yielding across all distribution channels under the guidance of the Revenue & Yield Manager.</p> <p>The key purpose of the role is to maximise revenue opportunities across all Reflections Holiday properties</p>		
BUSINESS DRIVERS	<p>The key inputs and activities of a Revenue Coordinator that drive results of Reflections Holidays.</p> <ol style="list-style-type: none"> 1. Engaged Associate – Works cooperatively with others to accomplish group goals; takes accountability for and commits time and effort to achieve work goals. 2. Process Assurance – Ensures that others follow processes and procedures; responds quickly to correct process problems. 		
COMPETENCIES	<p>Business Acumen</p> <ul style="list-style-type: none"> • Continuous Improvement – Identifying improvement opportunities, generating ideas, and implementing solutions. • Decision Making – Identifying and understanding problems and opportunities by gathering, analysing, and interpreting quantitative and qualitative information; choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives, and making timely decisions. • Managing Work – Effectively managing one’s time and resources to ensure that work is completed efficiently. • Planning and Organising – Establishing an action plan for self and others to complete work efficiently and on time by setting priorities, establishing timelines, and leveraging resources. <p>Interpersonal Effectiveness</p> <ul style="list-style-type: none"> • Building Partnerships - Developing and leveraging relationships within and across work groups to achieve results. • Collaborating – Working cooperatively with others to help a team or work group achieve its goals. • Earning Trust – Gaining others’ confidence by acting with integrity and following through on commitments while disclosing own positions. 		

KEY RESPONSIBILITIES

- **Influencing** – Using effective involvement and persuasion strategies to gain acceptance of ideas and commitment to actions that support specific work outcomes.
- **Valuing Differences** - Working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds; seeks out and uses unique abilities, insights, and ideas from diverse individuals.

Rate and Inventory Maintenance

- Load and maintain rates, inventory, and policy content across all distribution systems, including the Property Management System, online booking engine, channel manager and other third party extranets
- Perform rate, inventory and policy content audits, proactively testing across all distribution systems to ensure accuracy
- Troubleshoot rate and booking functionality across all distribution systems, offering timely support to the Reservations, Sales and Park teams with related queries
- Assist Reservations and Parks with approved rate overrides and special pricing.
- Assist with daily revenue management practices across all distribution systems, including the adjustment of minimum nights, seasonality, pricing and other restrictions as directed by the Revenue & Yield Manager.
- Assist with loading new stock and pricing into all distribution systems
- Maintain rate sheets and seasonality calendar approvals for audit purposes.
- Provide feedback on system functionality, and log system issues as directed by the Revenue and Yield Manager
- Assist with daily and ad hoc reporting
- Monitor competitor pricing and availability as directed by the Revenue and Yield Manager
- Provide feedback on system functionality, and log system issues as directed by the Revenue and Yield Manager
- Assist with daily and ad hoc reporting

- Work closely with the Sales team on group, corporate and third party bookings rate, inventory and distribution concerning group bookings if required.

	<p>General</p> <ul style="list-style-type: none"> • Organise work and time allocation to always achieve/exceed stakeholder expectations. • Perform other related duties as required
SELECTION CRITERIA	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Strong functional/commercial experience in understanding business requirements and providing actionable insights for revenue decision making purposes ▪ Sound experience with MS Excel ▪ Great communication skills (verbal and written) <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience with RMS, or a similar Property Management System ▪ Hospitality or tourism industry experience
REFLECTIONS HOLIDAYS VALUES	<p><i>How our company values apply to all employees</i></p>
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	<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.</p> <p>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:	