

 <b>PORT STEPHENS</b> COUNCIL	<div> <div> <b>Position Title:</b> Sales and Reservations Officer  <b>Section:</b> Holiday Parks  <b>Salary Point:</b> 7         </div> <div> <b>Position Description</b>   <b>Position No:</b> PSC1039         </div> </div>
<b>Position Objectives</b>	<p>The position of Sales and Reservation Officer facilitates the promotion, sales and booking process for Council's Beachside Holiday Parks and Port Stephens Koala Sanctuary. Often the first point of contact with potential customers, the position delivers exceptional customer service, offers general information on our Parks and the local area, deals with general issues and complaints when required and interacts with Park and Sanctuary staff to achieve desired operational results and key performance measures.</p> <p>The position is required to work a minimum of 60 to a maximum of 76 hours per fortnight on a 7 day rotating roster and is located in our reservation centre at the Port Stephens Koala Sanctuary. Staff may be required to work at other Park locations to assist with operational needs.</p>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Use appropriate selling techniques to convert inbound enquiries to reservations while providing excellent customer service to Holiday Parks and Koala Sanctuary guests and visitors.</li> <li>▪ Upsell / cross sell available products and services for all Beachside Holiday Parks and the Koala Sanctuary</li> <li>▪ Manage all types of guest reservations and enquiries, record payments, monitor administrative financial transactions, and use Council's reservation management system (Newbook).</li> <li>▪ Promptly return customer calls and emails as necessary</li> <li>▪ Produce reports as necessary on call data and weekly sales targets and meet agreed KPI's.</li> <li>▪ When necessary, assist with all reasonable tasks to support the operations of the Holiday Parks and Koala Sanctuary.</li> <li>▪ Contribute to the planning, coordination and facilitation of marketing activities and planned promotions</li> <li>▪ Communicate and liaise with Park staff, the marketing team, management and visitors in a manner that encourages safety, teamwork and enhances the parks presentation and customer service.</li> <li>▪ Comply with Council's safety policy and procedures, contribute to and comply with risk treatment plans, standard operating procedures and safe work method statements.</li> </ul>
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>▪ The position is responsible for completion of regularly occurring tasks with general guidance on a daily basis.</li> </ul>
<b>Extent of Authority</b>	<ul style="list-style-type: none"> <li>▪ Some guidance / supervision may be required and the position may assist the Management team with on the job training.</li> </ul>
<b>Judgement &amp; Decision Making</b>	<ul style="list-style-type: none"> <li>▪ The position involves the performance of tasks governed by established procedures, specific guidelines. Work is often not closely supervised.</li> <li>▪ Problems are readily solved by applying basic principles / procedures and established practices.</li> </ul>
<b>Skills, Knowledge &amp; Capacity</b>	<p><b>Organisational</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrated commitment to a customer service culture and delivery of quality service.</li> <li>▪ Commitment to learning and understanding of the Australian Business Excellence philosophy</li> <li>▪ Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety.</li> <li>▪ Demonstrated commitment to completing tasks within time, cost and quality</li> </ul>

	<ul style="list-style-type: none"><li>▪ Ensure all documentation is completed on time and to required standards</li></ul> <b>Interpersonal</b> <ul style="list-style-type: none"><li>▪ Demonstrated good communication, interpersonal and problem solving skills</li><li>▪ Demonstrated self-motivation skills and an ability to work in a team environment</li><li>▪ Detail oriented with a high level of organisational and time management skills</li></ul> <b>Qualifications and Experience</b> <ul style="list-style-type: none"><li>▪ Certificate III qualifications in customer engagement, call centre operations, tourism or a relevant field or relevant experience</li><li>▪ Demonstrated customer service experience with a sales focus</li><li>▪ Experience working with office systems and procedures</li><li>▪ Basic computer skills including Microsoft Suite applications</li><li>▪ Current driver's license</li><li>▪ Evidence of experience with Reservation Management Systems (Newbook)</li></ul>			
Capabilities (Intermediate)	<b>Capability Group</b>	<b>Capability</b>	<b>Capability Group</b>	<b>Capability</b>
	<b>Personal Attributes</b>	Manage Self	<b>Results</b>	Plan and Prioritise
		Displays Resilience and Adaptability		Think and Solve Problems
		Act with Integrity		Create and Innovate
		Demonstrate Accountability		Deliver Results
	<b>Relationships</b>	Communicate and Engage	<b>Resources</b>	Finance
		Community and Customer Focus		Assets and Tools
		Work Collaboratively		Technology and Information
		Influence and Negotiate		Procurement and Contracts
	<b>Workforce Leadership</b>	Manage and Develop People		
		Inspire Direction and Purpose		
		Optimise Workforce Contribution		
		Lead and Manage Change		
<b>POSITION DESCRIPTION APPROVED</b>				
<b>Employee</b> _____		<b>Date</b> _____		