

Position description

Your role at PSC



Guest Experience Officer

Section: Holiday Parks

Salary point: 8

Position number: PSC1044

Last updated: 6 September 2024

Position objectives

The position is highly visible and will carry out a variety of guest facing operational and administrative duties that contribute to the daily operations of the Port Stephens Koala Sanctuary. Duties include front office reception and guest check in / check out, luggage handling, administration and sales, guiding Koala Experience tours and general support to onsite retail outlets as required.

The role requires the delivery of operational tasks to promote excellence in customer service that ensure guests have an enjoyable holiday experience. The position contributes to improvements within the Sanctuary's operations promoting safe and efficient use of resources to achieve desired operational results and supports the entire Sanctuary team and Management.

The position is required to work 60 up to 76 hours per fortnight, across 7 days, with a level of flexibility needed to meet the operational needs of the Koala Sanctuary business. The position may also from time to time be required to assist across any of Council's Beachside Holiday Parks.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

- Provide general administrative tasks and support to the Sanctuary Management Team
- Provide excellent customer service to Sanctuary guests and visitors
- Manage all types of guest reservations and enquiries, collect money, record payments, monitor administrative financial transactions, follow and complete banking procedures, and use Council's reservation management system (Newbook)
- Monitor social media accounts and third party and competitor websites regularly to ensure we remain competitive and retain appropriate rankings
- Respond to customer / guest inquiries to provide exceptional service and information as required
- Manage reservation management system tasks regularly or as instructed by the Managers
- When necessary, operating and / or assisting with all reasonable requests including retail sales, general café duties which includes preparing high quality coffees, housekeeping and maintenance tasks to ensure the smooth running of the Sanctuary
- Contribute to the planning, coordination and facilitation of onsite activities, tours and events
- Communicate and liaise with Sanctuary staff and volunteers, management and visitors in a manner that encourages safety, teamwork and enhances the Sanctuary's presentation and guest experience
- Comply with Council's safety policy and procedures, contribute to and comply with risk treatment plans, standard operating procedures and safe work method statements, participate in safety inspections and toolbox meetings and complete incident reports
- Guiding koala experience tours and liaising with our partners, Port Stephens Koalas and volunteers

Key accountabilities

The position is responsible for completion of regularly occurring tasks with general guidance on a daily basis.

Extent of authority

Some guidance / supervision may be required and the position may assist the Sanctuary Management Team with on the job training.

Judgement and decision making

- The position involves the performance of tasks governed by established procedures, specific guidelines. Work is often not closely supervised
- Problems are readily solved by applying basic principles / procedures and established practices

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service
- Commitment to learning and understanding of the Australian Business Excellence philosophy
- Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety
- Demonstrated commitment to completing tasks within time, cost and quality
- Ensure all documentation is completed on time and to required standards

Interpersonal

- Proven ability to respond positively to guests and visitors and deliver a quality guest experience
- Demonstrated high level of communication, interpersonal and problem solving skills

- Demonstrated self motivation skills and an ability to work in a team environment
- Sensitive to and an understanding of the diverse cultural needs of guests and visitors

Qualifications and experience

- Certificate III in, Tourism, Hospitality or a relevant field or relevant experience
- Demonstrated front office or customer service experience with a sales focus
- Experience working with office systems and procedures including day's end reconciliation
- Basic computer skills including Microsoft Suite applications
- Current drivers license
- Evidence of experience with Reservation Management System (Newbook)
- Experience in the tourism / hotels / holiday park industry

Capability Framework level: Intermediate

Personal attributes	Relationships	Results	Resources
• Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability	• Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate	• Plan and prioritise • Think and solve problems • Create and innovate • Deliver results	• Finance • Assets and tools • Technology and information • Procurement and contracts

Position description approval

Employee

Date