

POSITION DESCRIPTION	
Position Title: Customer Service Officer - Front Entrance	Division: Commercial & Operations
Reports To: Manager Visitor Services, Sales & Hotel Operations	Workplace level: Level 2 during training period then upon successful completion of training will increment to level 4
Loading: Casual, Part Time, Full Time	Special: Works to a roster with a requirement for regular weekend work. Will be required to be available to work weekends, public holidays and school holidays
Date Position Created: 2 November 2010	Position Review date: 2 May 2016

ORGANISATIONAL ENVIRONMENT

The Organisation

Sovereign Hill is internationally recognised as Australia's foremost outdoor museum. The Sovereign Hill Museums Association is a not-for profit community-based organisation that includes: Sovereign Hill outdoor museum, the Gold Museum, Sovereign Hill Hotel, Blood on the Southern Cross and Narmbool.

The Department/Area

The Commercial Operations Department comprises of Merchandising and Small Business, Sovereign Hill Hotel, Narmbool, Front Entrance & Blood on the Southern Cross (BOSC). The Front Entrance and BOSC booking teams comprise approximately 25 employees and work from the main entrance building.

ORGANISATIONAL CHARTER

Purpose

Our purpose at Sovereign Hill and the Gold Museum is to inspire an understanding of the significance of the central Victorian gold rushes in Australia's national story, and at Narmbool of the importance of the land, water and biodiversity in Australia's future.

Mission

Our Mission is to collect, conserve and interpret the mining, social, cultural and environmental heritage of the Ballarat region.

Values

Service

We will ensure that every visitor’s experience is satisfying, and that their needs are paramount in our decision-making.

Respect

We will act with respect and free from any form of discrimination in what we say and do.

Safety

We will maintain a safe and healthy workplace for all our visitors and for all who work on our sites.

Integrity

We will act in accordance with international and national codes of ethical practice for museums.

Responsibility

We will be a socially and environmentally responsible business and employer

Sustainability

We will maintain our financial viability and independence by using our resources efficiently and effectively.

PRIMARY ROLE
As the initial ‘face’ of Sovereign Hill, the Customer Service Officer, Front Entrance is responsible for servicing visitors and phone callers in a polite and efficient manner ensuring their requirements are processed effectively. Use a simple ticketing and reservation system to facilitate ticket sales and BOSC bookings and promote associated packages including accommodation and dining options. Assist generally with Front Entrance operations on a day to day basis.

DIRECT REPORTS
<ul style="list-style-type: none"> • N/A

WORKS CLOSELY WITH
<ul style="list-style-type: none"> • Manager Visitor Services, Sales & Hotel Operations • Front Entrance Staff • Entrance Shop Staff • BOSC Operation Staff

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Customer Service & Bookings	<ul style="list-style-type: none"> • Greet and orientate visitors to Sovereign Hill in a welcoming manner • Process entry ticket sales using SH ticketing system incorporating a cash register and EFTPOS terminal ensuring that all cash and credit card transactions are processed accurately • Promote and sell BOSC and associated packages in a polite, efficient and accurate manner, either by telephone, email or in person • Accurately enter packages into the SH booking system incorporating a cash register and EFTPOS terminal ensuring that all cash and credit card transactions are processed accurately • Accurately enter bookings for SH and Narmbool special events as required • Accurately enter new and renewed membership information into the membership database and assist with the preparation and mailing of member cards • Ensure visitors are made aware of all packages and options available to them so as to maximize their experience and increase package sales • Assist visitors with pram hire while processing payments accordingly • Assist with visitor enquiries, ensuring the correct information is provided • Process visitor purchases in the entrance gift shop ensuring all transactions are processed accurately • Inform guests about all of Sovereign Hill's activities and general tourism activities and locations in the immediate Ballarat district as and when required • Follow procedures to accurately reconcile and balance transactions at the completion of each day • Perform general office duties including typing and filing as and when required • Ensure the Front Entrance is neat and tidy at all times • Operate the ticket box or bookings desk under close supervision
Teamwork	<ul style="list-style-type: none"> • Work in a team and assist team members as required; • Perform other duties to aid team effectiveness when required • Assist with inducting, training and mentoring new and existing staff throughout the department • Participate in organisational events and promotional activities as required
Operations	<ul style="list-style-type: none"> • Undertake the responsibility of the position to: <ul style="list-style-type: none"> ➢ SHMA policies and procedures ➢ The Sovereign Hill Code of Conduct ➢ Sovereign Hill Workplace Safety Rules ➢ Equal Opportunity and anti-discrimination legislation and requirements; ➢ Occupational Health and Safety (OH&S) legislation and requirements • Participate in annual performance reviews, meetings and staff training and professional development as and when required • Champion, advocate and enforce all organisational policies, procedures and practices • Foster a culture which values safety as primary consideration in all activities • Wear uniform in accordance with guidelines of SHMA • Perform other relevant duties as required

KEY SELECTION CRITERIA
<ul style="list-style-type: none"> • Previous experience within a Customer Service, reception or sales role is preferred but not essential • Excellent written and verbal communications skills, an outgoing personality and the ability to build a rapport with staff and visitors • Ability to work as part of a team • Demonstrated high level customer service skills • Basic to intermediate computer skills in all areas of Microsoft Office • Experience in cash handling, electronic POS and daily taking reconciliations • Possess a basic understanding of tourism activities and locations within the Ballarat region • Ability to work flexible rosters including weekends, public holidays and school holidays

QUALIFICATIONS
<ul style="list-style-type: none"> • A certificate II or III in Administration or Retail would be highly regarded

REQUIRED LICENCES/CERTIFICATES
<ul style="list-style-type: none"> • Working with children check • Police Check

SPECIFIC HEALTH AND SAFETY REQUIREMENTS
<ul style="list-style-type: none"> • N/A

OTHER
<ul style="list-style-type: none"> • Must be eligible to work in Australia

EMPLOYERS APPROVAL OF POSITION DESCRIPTION

Will Flamsteed
 Director Commercial & Operations

Signature

Date of approval

Mark Karlovic
 Head People, Performance & Legal

Signature

Date of approval

EMPLOYEE ACKNOWLEDGMENT OF POSITION DESCRIPTION

I have received a copy of the Position Description and have read, understood and accept its contents.

Employee Name

Employee Signature

Date