

POSITION DESCRIPTION	
Position Title: Customer Service Officer - Visitor Services, Hotel & Sales	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: October 2017	Position Review date:

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 and Operations Department comprises of Retail Enterprise, Visitor Services, Sovereign Hill Hotel, Operations & Blood on the Southern Cross (BOSC).
The Sovereign Hill Hotel offers a range of accommodation from dorm style rooms for school groups through to ensuite hotel accommodation catering to the leisure market.
The Visitor Services and Sales teams comprise of 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 safeguard 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 - Visitor Services, Hotel & Sales is responsible for servicing visitors in a polite and efficient manner ensuring their requirements are processed effectively.

DIRECT REPORTS

- N/A

WORKS CLOSELY WITH

- Manager Visitor Services, Sales & Hotel Operations
- Visitor Services, Sales & Sovereign Hill Hotel Staff
- Chinese Guides
- Delaware North (Catering contractor)
- Education booking officers
- Security

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Visitor Services & Hotel	<ul style="list-style-type: none"> • Greet and orientate visitors to Sovereign Hill and Sovereign Hill Hotel in a welcoming manner • Assist with opening and closing hotel following approved procedures • Assist with processing guests check in and departures as per approved procedures • Process entry ticket sales using SH ticketing system/mobile technology and BOSC and package sales ensuring that all cash and credit card transactions are processed accurately • Assist with processing membership applications • Assist with membership data entry • Assist with special events bookings • Assist with visitor enquires, ensuring the correct information is provided • Assist with pram hire while processing payments accordingly • Assist with housekeeping requests • Assist with conference room set ups • Assist with processing visitor purchases in the entrance gift shop ensuring all transactions are processed accurately • Follow procedures to accurately reconcile and balance transactions at the completion of each day • Ensure the front entrance and hotel reception area is neat and tidy at all times • Perform general office duties including typing and filing as and when required • Inform guests about tourism activities and locations in the immediate Ballarat district
Sales	<ul style="list-style-type: none"> • Assist with driving post sell strategies for the organisation • Ensure visitors are made aware of all packages and options available to them so as to maximise their experience and increase package sales via phone, email or online • Assist with phone and email enquiries as required • Assist with sales of accommodation, entry and Sovereign Hill at Night products and experiences at SHMA • Assist with all group booking enquiries • Assist with conference sales enquiries as required
Teamwork	<ul style="list-style-type: none"> • Work in a team and assist team members as required • Participate in the induction, training and mentoring of new staff members as required • Perform other duties to aid team effectiveness when required • Participate in organisational events and promotional activities as required
Operations	<ul style="list-style-type: none"> • Undertake the responsibilities of the position adhering 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

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
	<ul style="list-style-type: none"> • Participate in performance reviews including one on ones and eLearning modules through PeopleStreme, meetings, 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 hotel reception role is preferred but not essential • Excellent written and verbal communications skills • Ability to work as part of a team • Excellent customer service and ability to deal with all facets of the general public • Demonstrated computer skills in Microsoft Office, experience with booking systems is preferred but not essential • 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 and evening shifts

QUALIFICATIONS
<ul style="list-style-type: none"> • A certificate II or III in Administration, Retail or sales 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 DESCRIPTIONWill Flamsteed

Director Commercial & Operations

Signature_____
Date of approvalMark 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