

CUSTOMER SERVICE OFFICER

Visitor Services, Sales & Hotel

C A S U A L

Sovereign Hill is a dynamic group of museums presenting the mining, social, cultural and environmental heritage of the Ballarat region and its impact on Australia's history.

The Commercial and Operations Department comprises of Retail Enterprise, Operations, Visitor Services, Sovereign Hill Hotel & 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 and Hotel teams comprise of approximately 25 employees and work from the main entrance building and Sovereign Hill Hotel.

We are currently looking for Casual Customer Service Officers – Visitor Services, Sales & Hotel. In this non-costumed role you will be responsible for servicing visitors in a polite and efficient manner ensuring their requirements are processed effectively.

To be successful you must have:

- Excellent written and verbal communication skills
- Excellent customer service skills and the ability to deal with all facets of the general public
 - Experience in cash handling electronic POS and daily taking reconciliations
 - A basic understanding of tourism activities and locations within the Ballarat region
 - The ability to work flexible rosters including weekends, public holidays, school holidays and evening shifts

Previous experience in a customer service, reception or hotel reception role is preferred.

If this sounds like the opportunity you have been looking for please visit our website at www.sovereignhill.com.au/careers for more information including a full position description and information on how to apply.

APPLICATIONS CLOSE MIDNIGHT MONDAY, 21 MAY 2018

Applicants must be eligible to work in Australia and appointment is subject to satisfactory Police Record and Working with Children Checks