

# MANAGER VISITOR SERVICES, SALES & HOTEL OPERATIONS

FULL TIME | LEADERSHIP ROLE

The Sovereign Hill Museums Association is one of Australia's leading independent not for profit museum organisations. Our purpose is to inspire an understanding of the significance of the central Victorian gold rushes in Australia's national story.

We collect, conserve and interpret the mining, social, cultural and environmental heritage of the Ballarat region through our world-famous Sovereign Hill Outdoor Museum, the Gold Museum Ballarat, the Blood on the Southern Cross sound and light show and our pastoral property, Narmbool. We are a Gold Winner in the 2015 Australian Tourism Awards and have over 750,000 ticketed visitors per annum and growing with a major capital outlay in the next few years. Over 25% of our visitors are international tourists.

We are inviting applications to join our Leadership team in this pivotal role as Manager Visitor Services, Sales and Hotel Operations.

Reporting to the Director Commercial and Operations your role will be responsible for ensuring that the Front Entrance and Blood on the Southern Cross (BOSC) offers world-class service and delivery and maximizes commercial returns to the organisation, maintaining the effective running of the Sovereign Hill Hotel on a profitable basis, and coordinating and managing sales programs for all consumer facing experiences and packages of Sovereign Hill which includes visitor entry, BOSC, hotel reservations and special events.

## TO BE SUCCESSFUL YOU MUST HAVE:

- Accommodation industry knowledge, tourism or hospitality experience
  - Multi-department management experience
- Experience in managing sales and customer service teams in a fast paced customer relations environment
  - Commercial acumen
  - Target focused sales experience
- Ability to develop new systems, processes and procedures
  - Advanced ICT and systems management skills
  - Strong communication and interpersonal skills
- Ability to prioritise and meet deadlines with strong attention to detail

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

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**APPLICATIONS CLOSE 5 PM TUESDAY, 22 AUGUST 2017**

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

