



Position Description

Position Title	Customer Service Officer – Yiradjinda Holiday Parks
Directorate	Sustainable Economy & Communities
Level	IA 3
Reports to	Manager Holiday Parks
Teams Responsible for	Nil
Primary Location	Turner Holiday Park (travel to other locations is required on a regular basis)
Position No. & version	CAR03

Position Overview

- Work across all holiday park sites on a rotational basis.
- Fulfil the daily operations and functions of a holiday park office in accordance with policies and procedures.
- Effectively provide customer service by taking ownership of customer needs and issues to ensure resolutions are consistent and timely.
- Pro-actively identify and support continuous improvement opportunities in systems and processes to increase the responsiveness and quality of customer service.

Position Responsibilities

Customer Service

<ul style="list-style-type: none"> • Provide a professional reception customer service for counter, telephone, email and online enquiries and bookings. • Operate and monitor the booking system, including guest check in/ out, site reservations/bookings/requests and deposits for new/ existing bookings. • Process guest correspondence requests and receipts. • Reconcile end of day across multiple sites • Resolve conflicts within the parks in an appropriate and timely manner. • Provide information, advice and support to internal and external stakeholders with regards to events, activities, and business development opportunities. • Liaise with internal stakeholders to problem solve as issues arise 	65%
--	------------



YIRADJINDA

UNDER THE STARS

<p>regarding holiday park operations.</p> <ul style="list-style-type: none"> • Liaise with annual site licensees. • Liaise with dog owners regarding park regulations. • Liaise with guests regarding park regulations. • Assist in training office staff. 	
--	--

Office Administration

<ul style="list-style-type: none"> • Collect, post and process mail. • Undertake data entry for rates and fees in reservation software • Res System trouble shooting, IT and finance issues. • Process invoices for payment when required • Provide input to the review of promotion, advertising and marketing initiatives. • Provide input to the review of relevant manuals and Safe Operating Procedures. • Undertake general and financial reporting. • Maintain park supplies including researching, ordering, and purchasing. • Comply with the Shire's purchasing and tendering procedures. • Participate in staff recruitment interviews as required. 	20%
--	------------

Knowledge Management

<ul style="list-style-type: none"> • Identify and research customer information needs to improve customer service delivery. • Ensure opportunities to improve the knowledge management systems are identified and addressed. 	5%
--	-----------

Operational Support

<ul style="list-style-type: none"> • Support the team by undertaking other duties as required within the Holiday Parks. • Promote effective team communication and conflict resolution with other team members. • Provide input to the development of the minor capital works program, annual budget and corporate planning process. • Provide direction for project works to be undertaken in a safe manner on time. • Provide advice and support to internal and external stakeholders with regards to events, activities and business development opportunities • Respond to holiday park emergencies as a first response and operate the DEFIB as required. 	5%
---	-----------



YIRADJINDA

U N D E R T H E S T A R S

<ul style="list-style-type: none"> To participate in an after-hours on call/call out roster if/when required and to attend to guests needs as they arise. 	
--	--

Cleaning - Light

<ul style="list-style-type: none"> Undertake office cleaning as required. Undertake general cleaning as required. Participate in light cleaning roster of park facilities as required. Use cleaning chemicals in a safe manner. 	5%
---	-----------

General

<ul style="list-style-type: none"> Contribute positively within a team environment and demonstrate behaviour that enables the achievement of team and directorate goals. Work in accordance with the State Records Act and Shire procedures and principles. Work in accordance with Equal Opportunity and Anti-Discrimination legislation and Shire procedures and principles. Work in accordance with Occupations Safety and Health legislation and Shire procedures and principles. Adhere to Shire policies and management practices as amended from time to time. Contribute to attainment and development of relevant Corporate Plan goals and objectives. Ensure duties as directed by the Manager Holiday Parks and Executives are fully undertaken. 	Ongoing
--	----------------

Position Requirements

Essential

- Well-developed oral communication and interpersonal skills including conflict management and resolution using tact and diplomacy
- Demonstrated office skills including data entry and keyboarding, competence in Microsoft Office package and high-level accuracy with numeracy and attention to detail
- Demonstrated experience in operating a reservation booking system
- Demonstrated ability in cash handling, EFT processing, daily balancing and banking with attention to detail
- Ability to operate as an effective team member
- Current WA drivers' licence.



YIRADJINDA

UNDER THE STARS

Desirable

- Working knowledge of local area, community and issues pertaining to the Shire of Augusta Margaret River
- Experience in the daily operations of a Holiday Park
- Knowledge of Holiday Park industry standards and relevant legislative requirements
- Knowledge of Local Government standards and procedures
- Current Senior First Aid certificate and ability to operate a DFIB.

Key Relationships

Internal	External
Manager Holiday Parks CEO Directors Managers Employees	Holiday Park guests and visitors Community members and groups Public utilities and authorities Consultants and other professionals Contractors and tradesmen Other hospitality providers Tourism organisations

The Way We Do Things

Respect



Integrity



Community



Excellence



Acknowledgement

Reporting Officer Name	Signature	Date
Name	Signature	Date



YIRADJINDA

UNDER THE STARS