

Guest Services Officer Position Description

Position Title: Guest Services Officer	Unit: Operations	Date: April 2011	
Reports To: Terminal Supervisor	Direct Reports: Nil	Position Status: Seasonal	Band: 3
Primary Objective			
Provide customer focussed service delivery in the provision of ticket sales , service bookings, freight enquiries and administrative functions relating to accommodation transfer services			
Organisational Environment			
<p>Falls Creek resort is set at an altitude ranging from 1210 to 1830m and bounded on all sides by the Alpine National Park.</p> <p>The Falls Creek Alpine Resort Management Board is accountable for the development, promotion, management, and use of Falls Creek's 1,535 hectares. Appointed by Victoria's Minister for the Environment, the Board operates under the Alpine Resorts (Management) Act, which sets out the objectives for the management of Victoria's alpine resorts and aligns with the Victorian Government's Alpine Resorts 2020 Strategy.</p> <p>The Guest Services Officer position operates throughout the snow season delivering ticket sales and customer service relating to accommodation transfer and village freight services.</p>			
Organisational Values			
Safety First	Our concern for safety, health and the environment is paramount.		
Teamwork	Our own individual success comes from our contribution to team efforts and commitment to team goals.		
Respect for people	We have mutual understanding and respect for each other as team mates and also for our guests.		
Integrity	We are consistent, trustworthy and transparent in the way we do business.		
Vibrancy	Take time to reflect upon the excitement and uniqueness of the environment(both natural and manmade) in which we work.		
Environmentally aware	Falls Creek's natural environment is our greatest asset, which we strive to protect and enhance.		
Key Working Relationships			
Internally – Terminal Supervisor, Accommodation Transfer Services Officers, Operations and Marketing staff			
Externally – Visitors, Stakeholders			

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Major Accountabilities:	Performance Criteria:
Provide customer focus service in relation to accommodation transfer bookings and ticket sales and associated administrative processes	Excellent customer service delivery.
Assist guests with information in a courteous and professional manner at all times	Excellent customer service delivery.
Effective and efficient operation of ticket sales at terminal	Customer and supervisor feedback
Be accountable for the collection of ticket sales and the reconciliation of all monies collected.	Accurate reconciliation.
Management of telephone enquiries and bookings relating to accommodation transfer ticket sales and freight management	Accurate information is provided and recorded
Timely and accurate guest dispatch information collected and produced	Accurate and timely information provided at all times
Ensure effective and positive communication with colleagues and clients.	Team works with minimal disruption.
Informative and coordinated management of guests in the arrival and departure from terminal	Effective and efficient transfer of guest to and from accommodation
Assist guests with luggage and information relating to the management of luggage at terminal	Guests are well informed of terminal processes
Report any significant matters arising in the course of duties to the supervisor	Communication mechanisms are utilised and any significant matters are reported.
Implement and facilitate the achievement of outcomes in accordance with Falls Creek Resort Management practices including financial/human resource delegations and relevant legislation on Occupational Safety & Health and Equal Opportunity	Outcomes achieved compliantly

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Key Challenges

Major challenges include:

- Delivering customer focused services;
- Managing customer expectations;
- Managing varied and conflicting demands to meet agreed standards and timelines;
- Assisting to deliver high quality outcomes;
- Providing accurate, complete and timely information;
- Establishing effective, professional working relationships with high standards of customer service.

Position Dimensions

Budget responsibilities	Control	Nil	
	Maintain/monitor	Nil	
	Signing authority	Nil	
Staffing	Direct Reports	Nil	
	Indirect Reports	Nil	

Decision Making

This position operates within clearly defined organisational policies, procedures and delegations and receives specific direction from the Oversnow Transport Services Supervisor Decisions and recommendations are constrained by FCRM policy and practice. The position will clarify and resolve problems using established procedures defined through organisational and legislative requirements.

Qualifications, Skills, Knowledge and Experience

- Experience in delivering quality customer service in a high pressure environment;
- Experience in handling cash, EFTPOS and balancing sales;
- Strong customer relations skills;
- Ability to work in a harsh Alpine Environment;
- Ability to exercise sound judgement and carry out instructions with minimum supervision;
- Demonstrated ability to operate as an effective team member;
- Effective communication and interpersonal skills;
- Computer literacy;
- Current motor vehicle licence.

Verification:

We certify that the content of this position description is accurate:

Position Holder: _____ / /

Manager/Supervisor: _____ / /