

## Accommodation Transfer Services Officer Position Description

<b>Position Title:</b> Accommodation Transfer Services Officer	<b>Unit:</b> Operations	<b>Date:</b> April 2011	
<b>Reports To:</b> Terminal Supervisor	<b>Direct Reports:</b> Nil	<b>Position Status:</b> Seasonal	<b>Band</b> 4
<b>Primary Objective</b>			
Provide a customer focused accommodation transfer and freight service safely and efficiently .			
<b>Organisational Environment</b>			
<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 Accommodation Transfer Services Officer position operates throughout the snow season delivering transportation of guests, luggage and freight services to the Resort.</p>			
<b>Organisational Values</b>			
<b>Safety First</b>	Our concern for safety, health and the environment is paramount.		
<b>Teamwork</b>	Our own individual success comes from our contribution to team efforts and commitment to team goals.		
<b>Respect for people</b>	We have mutual understanding and respect for each other as team mates and also for our guests.		
<b>Integrity</b>	We are consistent, trustworthy and transparent in the way we do business.		
<b>Vibrancy</b>	Take time to reflect upon the excitement and uniqueness of the environment(both natural and manmade) in which we work		
<b>Environmentally aware</b>	Falls Creek's natural environment is our greatest asset, which we strive to protect and enhance.		
<b>Key Working Relationships</b>			
<b>Internal</b> - Terminal Supervisor, Accommodation Transfer Services Officers, Operations and Marketing staff			
<b>External</b> – Stakeholders and Visitors.			

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Major Accountabilities	Performance Criteria
1. Provide a customer focused transport service to guests	Excellent customer service delivery.
2. Assist visitors with Falls Creek Resort Information.	Customer feedback.
3. Provide a safe and efficient service delivery of guests, luggage and freight to and from the oversnow terminal	Excellent service delivery
4. Operate a range of vehicles within the Falls Creek village to deliver guests and luggage to required destinations and assist in the delivery of freight to business owners.	Guests are transported efficiently and expeditiously with a high focus on customer service. Freight is delivered as per agreed timelines.
5. Ensure effective and positive communication with colleagues and clients.	Team works with minimal disruption.
6. Report any significant matters arising in the course of duties to the supervisor.	Communication mechanisms are utilised and any significant matters are reported.
7. Assist with the movement and grooming of snow on village roads when required	Safe and accessible roads
8. Comply with Falls Creek ARMB management practice 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 guest and freight transport services in a harsh alpine environment;
- 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; and
- Establishing effective, professional working relationships with high standards of customer service.

### Position Dimensions

Budget responsibilities: Nil.

Direct/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;
- Heavy Rigid Licence.
- Experience with hydraulic blades and tillers desirable but not essential
- A strong focus on safety;
- Excellent 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; and

#### Verification:

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

Position Holder: \_\_\_\_\_ /        /

Manager/Supervisor: \_\_\_\_\_ /        /