

Resort Entry Officer - Position Description

Position Title: Resort Entry Officer	Unit: Marketing	Date: February 2011	
Reports To: Resort Entry Supervisor Event and Visitor Experience Coordinator	Direct Reports: Nil	Position Status: Seasonal	Band: 3
Primary Objective			
Provide a customer focussed visitor interface for all visitors arriving at Falls Creek Resort to ensure the initial experience for visitors is positive and enjoyable.			
Organisational Environment			
<p>The resort is set at an altitude ranging from 1210 to 1830m and bounded on all sides by the Alpine National Park. 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 Resort Entry and Officer position operates throughout the snow season delivering resort entry and customer services to visitors of the Alpine Resort.</p>			
Organisation Vision Statement			
To deliver the most memorable leisure, sporting and adventure experiences in Australia's unique Alpine landscape			
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			
<p>Internally – Event and Visitor Experience Coordinator, Marketing Manager, All FCRM employees Externally – Visitors, Stakeholders</p>			

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Major Accountabilities:	Performance Criteria:
Provide initial visitor interface, collect entry fees and check entry passes.	Customer feedback.
Assist visitors with Falls Creek Resort Information in a courteous and professional manner – at Howmans Gap or other entry points as directed	Customer feedback.
Operate the Howmans Gap Entry Station (or other ticket selling locations as directed).	Customer and supervisor feedback
Ensure visitors purchase the appropriate entry ticket to the resort.	Visitor entry is provided efficiently and expeditiously
Be accountable for the collection of entry fees and the reconciliation of all monies collected.	Accurate reconciliation.
Ensure accuracy and reliability with the input of key gate entry statistics and the production of daily and weekly reports	Accurate information.
Ensure effective and positive communication with colleagues and clients.	Team works with minimal disruption.
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: Nil

Direct/indirect reports: Nil

Decision Making

This position operates within clearly defined organisational policies, procedures and delegations and receives specific direction from the Resort Entry 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 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;
- Basic Computer literacy;
- Current motor vehicle licence

Verification:

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

Position Holder: _____ / /

Manager/Supervisor: _____ / /