

## Position Description

**Position Title** *Volunteer Guest Services Officer*

### MISSION STATEMENT / CORE BUSINESS STATEMENT

To deliver the most memorable leisure, sporting and adventure experiences in Australia's unique Alpine landscape.

#### Position Details

Reporting to	Director Marketing and Communications
Direct Reports	Nil
Liases with internally	FCRM Marketing and Communications Team and other FCRM staff
Liases with externally	Visitors and Stakeholders
Purpose of the Position	To provide an easily identifiable roaming information resource for visitors and to point visitors in the right direction, including online resources to enhance the visitor overall experience.

#### Selection Criteria

Essential Criteria	<ul style="list-style-type: none"> <li>• Demonstrated experience in providing exceptional customer service</li> <li>• Knowledge of Falls Creek and surrounding National Park</li> <li>• Able to offer a minimum of 20 hours between July 2018 – September 2018</li> <li>• Able to navigate around the resort and be on your feet for 5 hours</li> <li>• Highly experienced in communicating effectively with a range of visitors and stakeholders</li> <li>• Ability to exercise sound judgement and tact</li> <li>• Outstanding interpersonal, oral communication skills and pleasant public personality</li> </ul>		
Desirable Criteria	<ul style="list-style-type: none"> <li>• Knowledge of Falls Creek Alpine Resort is highly desired</li> <li>• Knowledge of Falls Creek Resort Management, policies and practices would be an advantage</li> </ul>		
Behaviours Required	<ol style="list-style-type: none"> <li>1. Teamwork</li> <li>2. Customer Service focus</li> <li>3. Solutions driven</li> <li>4. Innovative</li> <li>5. Honesty and Integrity</li> </ol>		
Key Performance Indicators	<table border="1"> <tr> <td><b>Customer Services</b></td> <td> <ul style="list-style-type: none"> <li>• Perform professional Visitor Information duties 100% of the time</li> <li>• Research and promote activities of interest for visitors in the resort and regionally</li> <li>• Maintain excellence in customer service and a respectful attitude to diversity to both internal and external customers 100% of the time</li> <li>• Maintain a professional appearance at all times</li> </ul> </td> </tr> </table>	<b>Customer Services</b>	<ul style="list-style-type: none"> <li>• Perform professional Visitor Information duties 100% of the time</li> <li>• Research and promote activities of interest for visitors in the resort and regionally</li> <li>• Maintain excellence in customer service and a respectful attitude to diversity to both internal and external customers 100% of the time</li> <li>• Maintain a professional appearance at all times</li> </ul>
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	<b>Visitor Information</b>	<ul style="list-style-type: none"> <li>• Provide reliable, timely and accurate Visitor Information 100% of the time</li> <li>• Contribute as part of a team to provide support during key events held throughout the season</li> <li>• Ensure all deadlines are met or re-negotiated as indicated 100% of the time</li> <li>• Assist with other duties as required from time to time</li> </ul>
	<b>Communication</b>	<ul style="list-style-type: none"> <li>• Effectively communicate in a positive and articulate manner 100% of the time</li> <li>• Ensure all communications with external stakeholders and service providers are in line with strategic goals and timelines 100% of the time</li> <li>• Respect confidentiality 100% of the time</li> <li>• Report any significant matters arising in the course of duties to the Manager as soon as possible</li> </ul>
	<b>Occupational Health &amp; Safety</b>	Contribute to and maintain the positive safe workplace by: <ul style="list-style-type: none"> <li>○ Maintain competencies in regards to emergency situations 100%</li> <li>○ Ensure that all reasonable steps are taken to protect personal safety at work 100% of the time</li> <li>○ Comply with any and all relevant PPE requirements</li> <li>○ Report any safety concerns and/or incidents immediately to management.</li> </ul>
Organisational Values	<b>Integrity</b>	Consistent, trustworthy and transparent in the way we do business 100% of the time.
	<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>	Strives to protect and enhance Falls Creek's natural environment, our greatest asset.
	<b>Teamwork</b>	Individual success comes from contribution to team efforts and commitment to team goals 100% of the time.
	<b>Respect for people</b>	Displays mutual understanding and respect for each other as team mates and also for our guests 100% of the time.

## Tasks and Responsibilities

### For the Workplace

- Adhere to human resources policies including anti-discrimination, harassment and victimisation policies.
- Adhere to workplace health and safety policies and pro-actively contribute in maintaining a safe and clean work environment.
- Display a positive attitude and be an active member of the team.
- Operate under and observe all FCRM Policies and Procedures.
- Participate in the development of policies and procedures as appropriate.
- Attend and participate in all staff meetings and educational sessions as requested.
- Treat others with respect.
- Follow direction provided by Events and Visitor Information Co-ordinator where authorised.
- High client focus.
- Be encouraged to express views and ideas to support the organisation's cultural development.

### For the Job

- Provide a high level of roaming guest services support and visitor information at key resort nodes, provide accurate information and advice to visitors as well as other internal and external stakeholders. This may include specific event periods.
- Support in the Visitor Information Centre to ensure it is presented and managed in a professional manner with an adequate supply of well displayed and relevant brochures and information resources. Face up displays as required.
- Make sound judgements on routine issues, often without referral to a higher authority.
- Compliance with processes to ensure efficient operation.
- Appropriately deal with challenging customer service situations to ensure effective outcomes.
- Exercise discretion with regard to visitor requests for information.
- Prioritise competing workloads and requests within agreed standards and timelines, including when working under pressure.
- Determine relevant procedures and documentation relevant to front office operations.
- Deliver customer focused services and strive to exceed customer expectations.
- Assist the team to deliver high quality outcomes.
- Provide accurate, complete and timely information, recommendations and advice.
- Maintain a high level of confidentiality and ensure our guests privacy or our organisational integrity is never compromised.
- Establish effective, professional working relationships and operate in a manner that promotes a positive working environment for all.
- Work independently during manager's absence and act as a co-ordinator to gather and transmit information to ensure the manager and other team members are informed about ongoing issues.
- Use initiative, organisational skills, interpersonal and communication skills to achieve effective outcomes.

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of Falls Creek Resort Management.

Name \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_