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|  | **Position Description**  Scouts Australia (SA Branch)  **Dated: March 2024**  **Prepared by: Emily Cordell** |

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| **Position Identification** | |
| **Position Title** | Visitor Experience Officer – Scouts SA Camps & Adventure Parks |
| **Award Classification** | Amusement Events and Recreation Award  Level 2 |
| **Functional Area**  **Location** | Operations  Woodhouse Adventure Park, Piccadilly (Adelaide Hills) |
| **Reports to** | Business Development Manager |
| **Direct Reports** | Nil |
| **Special Conditions** | Nil |

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| **Position Summary** |
| * Support Camps & Adventure Parks (Woodhouse Adventure Park, Roonka River Adventure Park and Camp Nyroca) in maintaining its reputation as a leader in experience-based group accommodation, school camps and outdoor learning, youth development activity, bespoke wedding retreats and outdoor adventure tourism. * Deliver exceptional service to a diverse range of customers – from handling initial enquiries and bookings, through to welcoming/checking in guests at Woodhouse and meeting their needs while on site. * Represent Camps & Adventure Parks in a professional and friendly way, engaging with new and existing customers as a vital ‘first point of call’ in the reception/front office via phone and email, and in person. * Develop an understanding of customer needs and use outstanding organisational skills, attention to detail, diligent administrative practices and excellent customer service values to deliver a positive experience that exceeds expectations.   The role requires a keen multi-tasker who is adaptable, energetic and positive.  The role is based at Woodhouse Adventure Park on a 54-hectare property in Piccadilly in the Adelaide Hills, which is part of the Camps & Adventure Parks division of Scouts SA. |
| **WHS and Scouts SA Core values and principles** |
| * Maintain a personal familiarity with the requirements of your role’s WHS legal requirements. * Demonstrate commitment and understanding of Scouts SA core values and principals. * Take personal responsibility for your own safety and that of others, and ensures your work environment and practices are safe. * Perform your duties in accordance with the Scouts SA Work Health and Safety and Injury Management Roles and Responsibilities Procedure specific to the defined level of work. * Ensure incidents that occur are reported and relevant paperwork completed. |
| **Risk Accountabilities** |
| * Support a culture of obligation compliance and support key risk management and education, by ensuring it is prioritized in all key day to day operations. * Demonstrate duty of care and be responsible for complying with Management requests with regards to risk management. * Comply with policies and procedures, and identify and report new risks, issues and any associated incidents to Management. |

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| **Key Result Areas** (Outcomes of the role and the desired behaviours to be exhibited in the role) | |
| Key Result Area | Accountabilities |
| 1. Day to day front office (reception) operations and administration | * 1. Answer or refer phone and email visitor/guest enquiries.   2. Create new bookings and manage existing bookings (including generation of quotes/invoices, cancellations/refunds, change of dates etc.).   3. Welcome visitors/guests to Woodhouse and complete check-in procedure including the provision of everything they need for their stay.   4. Administer general enquiries received via email and social media platforms to ensure they are handled in a timely manner.   5. Undertake general administrative duties as required and keep the reception area stocked, clean and tidy (e.g. prepare check-in documentation, top up brochure holders, clean smudged windows).   6. Liaise with Woodhouse visitors/guests to ensure their needs are met during their stay (e.g. refer any issues to maintenance team, loan activity equipment).   7. Process payments for day visitors and campers, along with sales of merchandise and supplies.   8. Reconcile daily takings.   9. Prioritise visitor/guest safety above all else with an unwavering commitment to excellent customer service and satisfaction. |
| 1. Customer Experience | * 1. Communicate effectively with current and potential customers, building long term loyalty with our visitors and guests.   2. Develop an intricate knowledge of the site and its offered experiences.   3. Support marketing initiatives.   4. Lead by example and demonstrate the highest level of professionalism, inclusion, customer satisfaction and respect that is required from all staff members.   5. Provide recommendations to guests/visitors about other attractions and places to eat in the local area. |
| 1. Business and Program Development | * 1. Contribute ideas and feed through guest/visitor feedback to improve existing offerings and develop new products and experiences.   2. Help to identify and implement improvements to back-end processes that improve the guest/visitor experience.   3. Participate in professional development to ensure quality control and best practice delivery. |
| **Key Authorities** (a summary of delegated authorities needed to effectively fulfil the role accountabilities) | |
| People | * Authority for cross functional relationships |
| Financial | * Nil |
| Technology, systems and processes | VenueLife, Outlook |
| **Qualifications** (mandatory) | |
| * The appointment of the applicant will be subject to a satisfactory police check and Working with Children check in accordance with the Scouts SA Child Protection Policy. | |
| **Skills and Abilities** (individual’s capabilities, include level of proficiency) | |
| * Current unrestricted Driver’s Licence (desirable) * Organisational skills and excellent time management. * The ability to work as part of a team and on your own initiative. * Strong ability to thrive in a fast-paced environment, dealing with multiple stakeholders and the capacity to manage multiple activities at once. * Self-motivated with ability to prioritise workflow. * Strong ability to identify business and experience improvements together with a solution focused mindset. | |
| **Experience** (The minimum amount of experience required to perform in the role) | |
| * Administrative processes and customer service (essential) * Experience in booking systems, POS (desirable) | |
| **Additional Requirements** | |
| * Some intrastate travel may be required * Perform other duties as requested by Customer Experience Officer and Business Development Manger that are consistent with the responsibilities of the position and within the individual’s level of capability and expertise. | |

**Approval of the Position Description**

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Manager Name Manager Signature Date

**Acknowledgement**

I acknowledge having read and understood the contents of the Position Description

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Employee Name Employee Signature Date