

Role Description

Reservations and Sales Officer

Cluster	Planning, Industry & Environment
Agency	Taronga Conservation Society Australia
Location	Taronga Zoo
Classification/Grade/Band	Guest Experience Officer
Kind of Employment	Ongoing, Temporary, Causal
ANZSCO Code	xxx
PCAT Code	xxx
Date of Approval	October 2016
Agency Website	www.taronga.org.au

Agency overview

The **Department of Planning, Industry and Environment (DPIE)** brings together the functions from the former Planning and Environment, and Industry Clusters, including the Office of Environment and Heritage. **Taronga Conservation Society Australia (Taronga)** forms part of the DPIE in the Energy, Environment and Science Group and reports into the Policy, Strategy and Science division. Taronga's vision is to create a shared future for wildlife and people. Through our efforts we protect endangered species, increase understanding of wildlife and inspire community action.

Primary purpose of the role

The successful individuals will provide administrative and booking services for the organisation assisting our visitors with their enquiries in relation to products and experiences available. These products include but are not limited to Taronga's accommodation, education, tourism/trade and membership products for Taronga Zoo, Sydney and Western Plains, Dubbo.

Key accountabilities

- Provide professional, timely and consistent responses to customer enquiries from a number of channels
- Create new bookings and service clients throughout the booking process, identifying opportunities to up-sell or cross-sell products and effectively communicate bookings and requirements
- Ensure customer service standards are met or exceeded and that products offered match the customer's requirements
- Build and maintain good relationships with internal and external stakeholders
- Assist to achieve agreed revenue targets through effective servicing of external stakeholders and accounts
- Comply with Taronga's Customer Service Charter and suggest initiatives for further improvement to ensure industry leading standards are maintained.
- Comply with and suggest sustainability practices in the workplace to help achieve Taronga's sustainability targets and reduce environmental impact.
- Comply with and report any Work, Health and Safety incidents in line with Taronga's Work, Health and Safety Charter

Key challenges

- Dealing with a broad range of enquiries and managing expectations for popular and heavily booked products
- Learning and using varying booking systems across a large suite of product
- Maintaining a high level of customer service in a high pressure environment
- Maintaining accuracy and motivation with repetitive tasks

Key relationships

Internal	
Manager/Supervisor	To receive direction, instruction and performance feedback; to provide support and information; and to ensure ongoing communications and a professional working relationship
Team and other Taronga colleagues	To work professionally and collaboratively together; to provide/receive support, information and services; and to ensure ongoing communication, professional working relationships, and a positive and productive team culture
External	
Stakeholders (which may for example include zoo visitors, consultants, contractors, suppliers, sponsors, media, auditors, government agencies and/or authorities)	To receive/provide information, assistance, excellent customer service and/or work collaboratively together; and to represent Taronga in a professional and ethical manner

Role dimensions

Decision making

- This role works as a part of a team in accordance with management instructions and uphold Taronga's Code of Conduct, Policies, Procedures, Charters (WHS, Customer Service and Animal Welfare) and Environmental Sustainability endeavours.
- Take reasonable care of own safety and ensure own conduct does not adversely affect the health and safety of others.
- Project a positive company image, work constructively as a Taronga team member, and report Taronga Compliance breaches.

Reporting line

This position reports to Contact Centre Team Lead

Direct reports

There are no positions reporting directly to the role.

Budget/Expenditure

The role must operate with the financial delegations in accordance with Taronga and NSW Government finance policy and procedures.

Essential requirements

- Excellent customer service and communication skills, adaptability and flexibility to accommodate change and provide responsive services to meet customer needs
- Hold or an ability to obtain a current Working with Children Check at your own expense.
- In accordance with the requirements of this role, you will be required to work on a rotating roster which will include shifts across seven days of the week, including public holiday, weekend and evening work.

Desirable requirements





- Demonstrated experience with electronic booking systems and selling a variety of products and experiences

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate **immediate** competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Foundational	<ul style="list-style-type: none"> Be willing to develop and apply new skills Show commitment to completing work activities effectively Look for opportunities to learn from the feedback of others
Relationships Commit to Customer Service	Foundational	<ul style="list-style-type: none"> Understand the importance of customer service Help customers understand the services that are available Take responsibility for delivering services which meet customer requirements Keep customers informed of progress and seek feedback to ensure their needs are met Show respect, courtesy and fairness when interacting with customers

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Foundational	<ul style="list-style-type: none"> Find and check information needed to complete own work tasks Identify and inform supervisor of issues that may impact on completion of tasks Escalate more complex issues and problems when these are identified Share ideas about ways to improve work tasks and solve problems Suggest improvements to work tasks for the team
Results Technology	Foundational	<ul style="list-style-type: none"> Display familiarity and confidence in the use of core office software applications or other technology used in role Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation Understand information, communication and document control policies and systems, and security protocols Comply with policies on acceptable use of technology