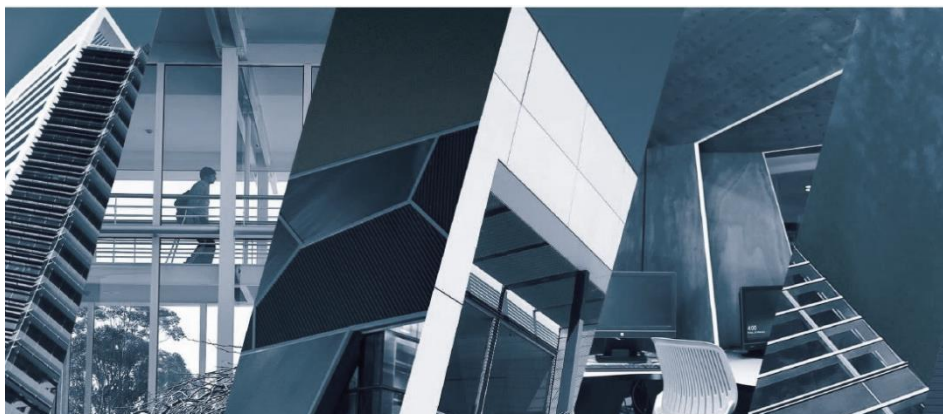


## Position Description



Position title:	Commercial Services Officer
School/Directorate/VCO:	Technology Parks and Commercial Services
Campus:	Berwick Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 4 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Further information from:	Melanie Coffey, Manager, Commercial Services Telephone: (03) 5327 9848 E-mail: m.coffey@federation.edu.au
Recruitment number:	851743

### Position summary

The Commercial Services Officer reports to the Coordinator, Commercial Services and works across a wide functional area encompassing Fedliving and Hospitality and Conferencing services, to ensure a high standard of service delivery across all client groups is achieved. The Commercial Services Officer will be required to support and service a wide range of Commercial Services Client/Customer Groups including but not limited to our students in Residence, catering and conference guests, Fedstore customers, events delegates and a myriad of internal and external community facility users.

### Portfolio

The Commercial Services and Technology Parks Directorate provides unique and diverse value add services to our student, local and business communities.

Organisationally located within the Chief Operating Office, this Directorate has two key functions:

- Technology Park; and
- Commercial Services.

Our Technology Parks provide high quality commercial tenancies to local and international business who seek to partner with the University in research, workforce development and student programs.

Commercial Services encompasses residential accommodation, hospitality, retail and conferencing, sports and recreation facilities, children's centres, print services and several other commercial and complementary services. The Directorate delivers a wide range of services across all campuses of Federation University Australia. The focus of these services is to support customer experience as they interact with the University.

## Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the university's ambition as expressed in the 2021 - 2025 University Strategic Plan and share the University's values of:

**INCLUSION**, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

**INNOVATION**, we are agile and responsive to emerging opportunities.

**EXCELLENCE**, we act with integrity and take responsibility for achieving high standards.

**EMPOWERMENT**, we create a supportive environment to take informed risks in pursuit of success.

**COLLABORATION**, we establish genuine partnerships built on shared goals.

## Key responsibilities

1. Ensure the organisation of accommodation requests by;
  - Entering all bookings accurately in StarRez and sending booking confirmations
  - Preparing room keys and ensuring they are available for collection including after-hours check-ins.
  - Liaising with facilities services to ensure rooms are prepared for guests and additional items such as breakfast packs are available as per bookings.
2. Ensure that routine maintenance for all Berwick Residences is identified, logged, and coordinated to provide a safe and comfortable living environment for our customers. Regular and systematic communication with relevant University staff and external groups will be required to ensure timely delivery / completion of works.
3. Ensure the data integrity of the StarRez Hospitality System and ensure all information is accurate and up to date by ensuring all bookings are entered correctly, completely including financial, address information, and financial payment options.
4. Contribute to the running of the Fedstore on campus by ensuring prompt customer service relating to enquiries regarding services, processes, fees and charges, retail offerings, stock maintenance and the provision of information and advice to Commercial Services staff, students, clients and the broader community.
5. Ensure the maintenance and updating of all relevant business information, inventory and databases regarding orders, receipts and sales in accordance with established database protocols.
6. Administer the receipt and storage of stock delivered to the Fedstore by;
  - Coordinate inventory and monitor stock levels.
  - Perform regular stocktakes in conjunction with the Coordinator and other relevant staff
  - Ensure stock orders are completed in a timely manner to keep stock at optimum levels to meet the needs of the operation.
7. Coordinate merchandise for internal transfers and online orders by processing internal and external customer orders for university stock within the store and stock that needs to be ordered. Ensure customer orders available in a timely manner for pick up or organise delivery.

8. Ensure that the Commercial Services incoming phone and email groups are answered promptly and professionally, and that enquiries are responded to appropriately and any requests for further information/action are referred and escalated to other staff as appropriate.
9. Ensure that all local enquires for any Commercial services venue, room space, service or event are referred to the Stay, Meet, Learn team and assist with coordination of local arrangements;
  - Routing enquiries to other staff as required
  - Ensuring the access is arranged for all events
  - Assisting with site visits and tours
10. Ensure that all front office tasks are completed in a timely manner and in line with client needs including but not limited to;
  - Sorting, distribute, readdress and dispatch as necessary all mail and student packages.
  - Printing and programming student resident cards and preparing hard keys.
  - Organising internet and other system access where applicable.
  - Monitoring and refreshing noticeboards and information displays.
  - Ensuring stock and retail displays are maintained to a high standard.
  - Maintaining resources and key security and issue.
  - Ensure Point of sale procedures are performed, including reconciliation of register and processing of associated paperwork.
11. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
12. Undertaking the responsibilities of the position adhering to:
  - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
  - Equal Opportunity and anti-discrimination legislation and requirements;
  - the requirements for the inclusion of people with disabilities in work and study;
  - Occupational Health and Safety (OH&S) legislation and requirements; and
  - Public Records Office of Victoria (PROV) legislation.

### **Level of supervision and responsibility**

The Commercial Services Officer reports to and works under the general direction of the Coordinator, Commercial Services and also works closely with a range of other Commercial services staff. The incumbent is expected to make appropriate decisions in respect of the commercial services processes, conference and function enquiries, events, and other services. The incumbent will operate as part of a team in Commercial Services but will be required to work independently and make appropriate decisions in line with approved Policies and Procedures.

### **Position and Organisational relationships**

The Commercial Services Officer works under the general direction of the Coordinator, Commercial Services. The position will also work closely with other internal colleagues including the property and infrastructure team and wider commercial services team to provide a high level of service to our students and clients. The Commercial Services Officer will liaise with staff across Commercial Services and the University, in particular the Hospitality and Conferencing and Student Experience teams in the provision of services and support. The position will also be required to liaise with external and internal clients and stakeholders.

## Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

### Training and qualifications

1. Completion of:
  - a diploma level qualification with relevant work-related experience; or
  - a Certificate IV with relevant work experience; or
  - an equivalent combination of relevant experience and/or education/training Other training and qualifications.
2. Hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

### Experience, knowledge, and attributes

3. Demonstrated highly developed organisational and time-management skills.
4. Demonstrated interpersonal and communication skills, including the ability to liaise and negotiate with a diverse range of people
5. Demonstrated attention to detail and accuracy in the functions of data entry and information reporting.
6. Demonstrated ability to solve problems independently and display judgement and initiative.
7. Demonstrated ability to work independently and as part of a team.
8. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.
9. Demonstrated alignment with the University's commitment to child safety.

***The University reserves the right to invite applications and to make no appointment.***

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*