

# STATEMENT OF DUTIES

## Reservations Officer

<b>Award:</b>	<i>Port Arthur Historic Site Management Authority Award</i>
<b>Classification:</b>	General Stream Band 1
<b>Employment Status:</b>	Fixed Term Part-time FTE .7
<b>Location:</b>	Port Arthur Historic Site
<b>Department</b>	Tourism Operations

### Position Objective:

To deliver the highest level of customer service in the Visitor Services business unit and to provide accurate information to visitors regarding activities, features and facilities available at the Port Arthur Historic Sites.

### Assigned Primary Duties:

- Provide a high level of customer service through multi-channel methods.
- Provide relevant and accurate information to visitors regarding activities, features and facilities available at the Port Arthur Historic Sites and the surrounding regions and to maintain that knowledge.
- Undertake all aspects of the enquiry and booking process (for independent visitors, group and function bookings and Three Capes walkers) including payments, confirmation of booking, amending bookings, managing cancellations and refunds.
- Communicate information to other divisions in relation to bookings and any nonstandard requirements
- Work within established policies and procedures and undertake related duties ensuring accuracy of transactions and the delivery of quality customer service
- Multitask in other Visitor Services role as required.
- Perform any other assigned duties at the classification level that are within the employee's competence and training.

### Responsibilities:

Visitor Services staff are at the forefront of the Port Arthur Historic Site. It is important that the incumbent of this position presents a positive image of PAHSMA and provides exemplary service and accurate information to visitors. Reservations officers are responsible for proper and accurate recording of all details relating to bookings. As expertise increases the incumbent will be expected to assume more responsibility of how skills are applied and tasks are completed.

The incumbent is responsible for attendance to duties in a cooperative and professional manner, participation in regular team meetings and maintenance of a cohesive team structure, compliance with PAHSMA policies and procedures and for showing diligence in punctuality and attendance. Regular liaison is required with other team members, internal and external stakeholders and the incumbent is expected to be courteous and well presented at all times. The incumbent is also responsible for appropriate use of tools, equipment and resources.

The incumbent has a responsibility to demonstrate willingness to participate in staff development activities and to continue to update knowledge and skills associated with their employment at PAHSMA.

Positions at this level involve the following Work Health & Safety (WHS) responsibilities:

- Exercise reasonable care in the performance of duties consistent with WHS legislation, policies and procedures
- Report hazards and document all accidents/incidents
- Awareness of procedures contained in the Emergency Management Plan and the actions it identifies for this position

**Direction/supervision received:**

The Reservations Officer will carry out duties under established processes and procedures and will report to the Visitor Services Manager.

**Qualifications and Requirements**

**Essential**

- As a result of a risk assessment process, the Head of Agency gave consideration to where vaccination is a necessary control to protect the health and safety of workers and the community. Therefore, it's been determined that prior to appointment to these duties, a person is to provide evidence that they are vaccinated against the disease known as COVID-19.

**Vaccinations/Health Surveillance:**

The following is recommended for this position:  
Nil

**Knowledge and Skills (Selection Criteria)**

1. Proven experience in sales, the delivery of visitor information and excellent customer service skills
2. Good communication and interpersonal skills with the ability to interact with visitors and provide information in a courteous and clear manner
3. Good organisational skills with the ability to increase workflow to meet the demands of peak periods whilst continuing to deliver exceptional customer service
4. The ability to work either independently or as a member of a team and exercise initiative, judgement, discretion and sensitivity in the workplace.
5. The capacity to understand and solve problems by referring to established procedures and to make timely and accurate decisions relating to all duties.
6. Knowledge and experience in bookings and ticketing services including the ability to competently use a computerised booking system.

**Working Environment:**

The Port Arthur Historic Sites are important places of outstanding heritage value at local, state and national level. All three Sites are included in the Australian Convict Sites World Heritage Listing. They are major Tasmanian tourist attractions, which receive visitors from all walks of life and all parts of the world. All PAHSMA employees have a responsibility to ensure the Sites are presented to the highest standard, to support the protection of the heritage fabric of the sites against vandalism or damage and to comply with the direction of the *Port Arthur Historic Site Management Authority Act 1987* and the *Port Arthur Historic Sites Statutory Management Plan 2008*.

The Port Arthur Historic Site Management Authority is committed to high standards of performance in relation to Work Health and Safety and Diversity Management. All employees are expected to participate in maintaining safe working conditions and practise, promote and uphold the principle of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

The Port Arthur Historic Site Management Authority is a smoke-free working environment and, as such, smoking is prohibited in the workplace including the historic site's grounds and PAHSMA vehicles.

The working environment of the Port Arthur Historic Site Management Authority is governed by:

### State Service Principles

The State Service Principles (the Principles) are contained in section 7(1) of the *State Service Act 2000*. Section 8 of the Act requires Heads of Agency to uphold, promote and comply with the Principles and section 9(13) of the Act requires employees to behave at all times in a way that upholds the Principles. The Principles are a core element of the State Service and represent the minimum responsibilities of officers and employees. Employees should familiarise themselves with the Principles and must work to ensure the Principles are embedded into the culture of the Authority and that the Principles are applied to all Authority decision-making and activities.

### Our Vision

PAHSMA is globally recognised for excellence in telling the Australian convict story through outstanding conservation and tourism experiences.

### Our Purpose

To conserve and enhance the heritage values of our world heritage convict sites and to share the stories of these places and the people connected to them.

### Our Values



**Unity** – we work as one to achieve PAHSMA's Vision and Purpose



**People Matter** – we acknowledge and show respect to our people – past, present and future



**Accountability** – we hold ourselves, and each other, accountable for our actions and behaviours



**Passion and Pride** – we are committed to being world class

### Code of Conduct

The State Service Code of Conduct (the Code) is contained in section 9 of the *State Service Act 2000*. It complements the State Service Principles and requires employees and officers to act appropriately in the course of their duties and to maintain the confidence of the community in the activities of the State Service. The Chief Executive Officer of the Port Arthur Historic Site Management Authority has legislative authority to investigate an allegation of a breach of the Code and to impose a sanction where a breach has been determined.



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ARTHUR  
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The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office website at [www.dpac.tas.gov.au/divisions/ssmo/employment\\_directions](http://www.dpac.tas.gov.au/divisions/ssmo/employment_directions) .

Jenny Goulding  
**People & Culture Manager**

Melinda Percival  
**Chief Executive Officer (Acting)**

Certified Correct  
Date    /    /2022

Approved / Not approved  
Date    /    /2022