

Position Description

Officer, Revenue and Reservations



Faculty/Portfolio	Enterprise
School/Centre	Deakin Residential Services
Basis of Employment	Part-time (14.7 hours per week) and continuing
Primary Location of Work	Geelong Waurn Ponds Campus
Classification	HEW5
Reporting Line	Operations Manager

ABOUT DEAKIN

Deakin University is proud to be recognized as an organization that offers a friendly, supportive and challenging working environment. Our staff are committed to making a genuine difference to people's lives through excellence in education and research. We acknowledge the importance of providing a dynamic and diverse working environment and offer variety in day-to-day roles as well as professional development opportunities to assist staff to grow and progress their careers. Deakin University staff have the opportunity to interact with colleagues from a diverse range of cultures and professional backgrounds, all of whom share a common interest in lifelong learning.

Deakin is Australia's sixth largest university and number one in Victoria for student satisfaction – a ranking of which we are very proud. Deakin University operates five campuses; the Cloud Campus, Melbourne Burwood Campus, Geelong Waurn Ponds Campus, Geelong Waterfront Campus, and the Warrnambool Campus. We have four corporate centres in Melbourne's CBD, and at the Burwood, Waterfront and Waurn Ponds campuses, as well as offices in India, China and Indonesia.

WHY WORK FOR OUR UNIVERSITY?

Deakin Residential Services is a wholly owned not-for-profit subsidiary of the University, sustainably delivering an innovative and outstanding student accommodation experience.

[Deakin Residential Services – On Campus Accommodation](#)

[Enterprise Portfolio – Organisational Structure](#)

[Benefits of working at Deakin](#)

[Deakin's Strategic Plan – LIVE Agenda](#)

DEAKIN'S PROMISE TO EQUITY, DIVERSITY AND INCLUSION

At Deakin we value diversity, embrace difference and nurture a connected, safe and respectful community. Deakin is an Employer of choice for Gender Equality, a proud member of the SAGE Athena SWAN program seeking gender equity for Women in STEMM, and a bronze award holder in the Australian Workplace Equality Index for LGBTI inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sex and genders.

deakin.edu.au/about-deakin/careers-at-deakin



POSITION OVERVIEW

The primary purpose of the role is to provide Reservations and Revenue management for Deakin Residential Services. This includes high –quality customer service to the current and future residents, families, University staff and external contractors. The position acts as a point of contact for all short stay (group and individual business) as well as residents, maintaining online inventory channels and assisting with financial administration for the campus.

Key Relationships:

Internal	<ul style="list-style-type: none">• Reports to Operations Manager.• Strong relationships with all members of the Geelong operational team and the DRS central business team in particular DRS Finance Manager.• Providing assistance to the Operations Manager and General Manager of the respective campus as required.• Regular and ongoing formal and informal contact and interaction with students and in some circumstances their parents is expected.• Regular contact with COO financial services, Marketing Division and other internal stakeholders within the University will be required.
External	<ul style="list-style-type: none">• Regular and ongoing formal and informal contact and interaction with external guests.

PRIMARY RESPONSIBILITIES

- Coordination of the financial administration of the campus, including reporting monthly accruals, resident invoicing, management of debtors, processing of resident refunds.
- Processing of invoices in Deakin UniFi, including creating and receipting purchase orders, supplier invoice requests, and hoc payments.
- Provide training and assistance to DRS staff in Deakin UniFi processes.
- Coordination and monitoring of resident payment plans and responding to resident account enquiries.
- Coordination of group business including sourcing, contracting, billing, entry of rooming lists and briefing operational teams.
- Coordination of individual short stay reservations.
- Online marketing administration for the relevant campus including all third party online inventory channels such as Expedia and Air BnB.
- Providing support to the DRS Finance Manager, Operations Manager, and General Manager.

ABOUT YOU

To be successful at Deakin you are willing to enthusiastically embrace the Deakin Offer and Promise as expressed in the Deakin University Strategic Plan, and must share the University's values.

You will be a person who is ambitious for Deakin University's success and optimistic about its future; and will display diligence, have great resolve and a focus on producing results.

SELECTION CONSIDERATIONS

Qualifications and Experience:

- Relevant qualifications in office administration and customer service experience /training within the education or hospitality sector.

Capabilities and Personal Attributes:

- Demonstrated experience in reservations and revenue management, including coordination of group bookings.
- Demonstrated ability in implementing financial administration and processes.
- Demonstrated ability to operate independently and effectively within a team environment, including the ability to plan and implement activities involving problem solving skills.
- Good computer literacy skills, particular in relation to online media channels and updating online websites.
- Good verbal and written communication skills, including the need for confidentiality.
- Good interpersonal skills including the ability to relate to people from diverse backgrounds, and particularly young people.

SPECIAL REQUIREMENTS

- Infrequent work outside business hours is required
- Working With Children Check

DISCLAIMER

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.