

POSITION DESCRIPTION

Position Title: Bookings Officer	Position Number: CBP-5
Department: Engineering - Property	Accountable to: Coordinator Property
Level and Step:	Salary Range:
Responsible for the supervision of: No direct/indirect supervisory responsibilities	



Primary purpose of the position	Responsible for superior customer service to individuals, families, communities groups and procure enterprise accessing and booking City Services and facilities, whilst maintaining strict confidentiality at all times
Key accountabilities	<ol style="list-style-type: none"> 1. Provide an exemplary customer service experience to the community for bookings and/or hiring of recreational parks, community halls and town halls; 2. Coordinate the use and/or hire of the GVROC and City of Kalgoorlie-Boulder equipment in an efficient and effective manner; 3. Operational coordination with the booking of Council facilities which include but are not limited to bookings calendar/software, bond receipt and returns, bond checks and timely distribution of booking notifications to relevant managers of facilities; 4. Liaise directly with the community regarding community and commercial events as they relate to booking enquiries as well as organising communications with relevant City officers for Community and Commercial events; 5. Develop, evaluate and maintain appropriate and effective procedural and operational methods associated with the functions of the City Bookings Officer; 6. Maintain and organise the City's key management system as well as co-ordinate the distribution of keys to relevant City Officers Contractors and hirers; 7. Work alongside the City's Customer Service Team to maintain a seamless transition of booking and enquiry information between the areas; 8. Publish, maintain and review all associated processes and procedures using Promapp, to meet the required timelines of the City; 9. Adhere to all City of Kalgoorlie-Boulder policies and procedures, and ensure personal safety at work and that of others; 10. Other accountabilities and responsibilities as directed by the Bookings Officer and/or Director Engineering.
Judgement & decision making	<ol style="list-style-type: none"> 1. Respond promptly to instructions and where necessary seek clarification to ensure effective completion of work. 2. Self-manage workload and apply good judgement and problem-solving skills to situations with guidance from the supervisor. 3. Apply legislation and Council policy direction to decision-making with guidance from the supervisor. 4. Work together effectively with supervisor/manager and team colleagues to develop efficient operational practices and standards. 5. Apply knowledge and skills to ensure consistent quality outcomes.
Outcomes / Key Performance Indicators (KPI's)	<ol style="list-style-type: none"> 1. Ensure all key accountabilities are met within timelines. 2. Aim to same day completion of tasks and responding to enquiries/requests in a time frame less than as identified by the City's customer service charter or automated response to customer when submitting an online enquiry. 3. Also keeping all stakeholders informed to ensure that service delivery time frames are met at all times ensuring customer satisfaction. 4. Respond to all customer enquiries within two (2) business days. 5. Aim to same day responses, resolutions, etc. with regards to booking enquiries/requests from internal and external customers. 6. Annually evaluate and review procedural and operational methods and systems for bookings.

	<ol style="list-style-type: none"> 7. Evaluate processes/procedures on a continuous basis to improve/streamline where needed to ensure operational methods and systems for bookings will always be meeting the set standard. This will assist with timely completion of tasks and guaranteeing customer satisfaction. 8. Meet all income and expenditure budget allocations 9. Continuously checking all budget allocations for City Bookings to validate that the section is on track and also to identify areas where improvements can be made. 10. Suggesting changes and/or new fees (with valid reason) to be implemented. 11. Identify an innovative idea that will enhance or create effectiveness in a current process: 12. Suggesting the review of current policies applicable to venues and reserves as the current ones are outdated and not in line with current processes/procedures. 13. Looking into introducing an Alcohol Management Policy to run parallel with the policies 14. Key audit of all keys currently issued – this will include eg. a process with HR liaising with Parks & Open Spaces when someone resigns to ensure that keys issued are returned and/or key/s issued to a staff member will be recorded on a personnel file. 15. Bonds refunds to be done within the Bookings Officer Role – eliminating unnecessary hold ups from other departments and ensuring a speedy service delivery to external customers. Also investigating the option of refunding directly to a customer's bank card or cash (only if they paid by card/cash). 	
Skills, knowledge & capacity	<ol style="list-style-type: none"> 1. Excellent communication, negotiation and conflict resolution skills and interpersonal skills including ability to liaise effectively and confidently with internal and external customers; 2. Advanced computer skills and knowledge of Microsoft Office suite of application; 3. Strong administrative, planning and organisational skills with the ability to work to deadlines across a number of projects simultaneously with excellent attention to detail; 4. Strong team player and mentor with proven ability to work autonomously with initiative, forward thinking and capacity to solve problems and make decisions; 5. Knowledge of Local Government operations; 6. Current satisfactory National Police Clearance; 7. Current WA "C" Class driver's licence. 	
City of Kalgoorlie-Boulder Values	Support	We will support each and every team member to work together, build relationships and deliver greater outcomes for our organisation and our community.
	Respect	We will treat our team members and our community with mutual respect and understanding.
	Fun	We will promote and value work-life balance, and create an environment that is rewarding and fulfilling.
	Recognise	We recognise and acknowledge all individuals and cultures and value their contributions to our organisation and the community that we serve.
	Connect	We work as one organisation that communicates openly, and actively connects with our teams, community and stakeholders.

POSITION DESCRIPTION AGREEMENT

The above stated is intended to describe the general nature and level of work performed by the employee assigned. It is not designed to be interpreted as a comprehensive list of duties and responsibilities of the position. The City of Kalgoorlie-Boulder reserves the right to amend responsibilities as required to meet business and operational requirements.

I, the undersigned, agree that the above position description including the key accountabilities, decision making and outcomes/key performance indicators are accepted as appropriate for the position.

Employee Full Name
(please print): _____

Employee
Signature: _____

Date: _____