



2025 001 Bookings Officer

Thank you for your interest in applying for the position of Bookings Officer (Hindmarsh Holiday Parks and Four Mile Beach Camping Ground), with Hindmarsh Shire Council.

Please find enclosed an information package for the position. The package includes the following documents:

- Benefits of working with Hindmarsh Shire Council;
- Employment details;
- Position Description;
- Key selection criteria; and
- Online application form (on website)

For general details of the Council, please refer to the following website:
www.hindmarsh.vic.gov.au

For further information about the position or duties involved, please contact Mark Fletcher, Manager Economic Development and Tourism, on (03) 5391 4444 or hr@hindmarsh.vic.gov.au.

Privacy Statement

Hindmarsh Shire Council collects personal information to enable us to perform our statutory functions and provide services, activities and events. Council stores personal information in secure information technology systems and shares information, only when necessary, amongst internal work areas (including contractors) to facilitate a more efficient customer experience across Council's business. If the personal information is not collected, Council may not be able to provide you with Council services, discharge our functions or keep you updated on the progress of your service request.

We will handle any personal information you have provided in this form in accordance with the *Privacy and Data Protection Act 2014*. Our privacy policy contains information about how you may access your personal information and seek correction of such information; as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. For more information, please see our Privacy Policy or contact our team on (03) 5391 4444. Your personal information will not be disclosed to any other party unless Council is required to do so by law, has gained your consent to do so or an information privacy principle exemption applies.



Opportunity this way...

Hindmarsh Shire is a vibrant and progressive rural council, rich in history, natural wonders and a strong community spirit.

Our Hindmarsh community enjoys excellent recreational assets, sporting clubs, modern hospitals and first-rate educational facilities. Our region is renowned for its peace and quiet, fresh country air, neighbourly spirit and open spaces. There is plenty to see and do in Hindmarsh, with something on offer for everyone.

At Hindmarsh Shire Council, we offer a rewarding career, with excellent working conditions and a positive team-focused culture.

We're a dedicated workforce, proud to deliver a huge array of services to our local community and striving to make a difference.

As we provide a diverse range of services to the Dimboola, Jeparit, Nhill, Rainbow and surrounding communities, employment opportunities cover a wide range of roles including Administration, Community Development, Customer Service, Engineering, Finance, Home Care, Human Resources, Information Technology, Works Team, Town Maintenance, and Management.

We are widely recognised as an Employer of Choice: we are committed to providing professional development opportunities, family friendly policies, and a safe workplace environment for our motivated and enthusiastic employees.

Some of the benefits of working at Hindmarsh Shire Council include:

- Above Award pay rates
- Annual pay increases via Enterprise Agreement
- Commitment to work-life balance
- Annual Leave Loading
- Employee Assistance Program
- Salary Sacrifice opportunities for superannuation
- Rates deductions via payroll for employees owning a property in the Shire
- Ability to purchase additional annual leave via Enterprise Agreement
- Car parking
- Volunteer Leave

Take the opportunity to join our team at Hindmarsh Shire.



POSITION DESCRIPTION

1. POSITION IDENTIFICATION:

Position: Bookings Officer – Hindmarsh Holiday Parks

Department: Corporate and Community Services

Starting Point/Location: The position will be located initially at Dimboola Riverside Holiday Park. The employee may be required to change their starting point to a reasonable location within the municipality.

Classification: Band 4 per the Hindmarsh Shire Council Enterprise Agreement

Employment Type: Permanent Part Time

2. CURRENCY:

Current Version	1.0	Approved:	
Name of Occupant:	Vacant		
Signature:	_____	Date	_____
Prepared By:	Petra Croot	Date	25 November 2024
Director Approved:	Petra Croot	Date	03 December 2024
H.R. Approved:	Angela Veitch	Date	05 December 2024
CEO Approved:	Monica Revell	Date	05 December 2024
Current Version Number:	1.0		
Version History:	1.0		



**Employment Details for the Position of:
Bookings Officer – Hindmarsh Holiday Parks**

<u>Status:</u>	Permanent Part Time (55 hours per fortnight)
<u>Location:</u>	The position will be located initially at Dimboola Riverside Holiday Park. The employee may be required to change their starting point to a reasonable location within the municipality.
<u>Classification:</u>	Band 4 in accordance with the Hindmarsh Shire Council Enterprise Agreement.
<u>Salary:</u>	\$34.61 per hour, plus Superannuation
<u>Superannuation:</u>	Council will contribute the compliant percentage of salary to a complying superannuation fund nominated by the employee. If an employee fails to nominate a complying fund the council will make the contributions to the Local Authorities Superannuation Fund, known as Vision Super.
<u>Hours:</u>	Hours of work are 9:00am to 3:00pm, with a 30 minute lunch break, Monday to Friday.
<u>Qualifying Period:</u>	This position is subject to an initial six (6) month qualifying period.
<u>Annual Leave:</u>	Four (4) weeks annual leave (pro rata) per annum plus 17.5% leave loading.
<u>Sick Leave:</u>	Twelve (12) days sick leave (pro rata) per annum.
<u>Long Service Leave:</u>	Three (3) months after ten (10) years of service. Eligible Employees are able to access their Long Service Leave (LSL) entitlements pro-rata after seven (7) years continuous service. LSL may be subjected to portability arrangements for Local Government employees in certain circumstances.
<u>Pre-Employment Medical:</u>	It is a condition of employment that appointees must undertake a pre-employment medical examination at the Council's cost. A medical provider must certify that the successful applicant is capable of carrying out the physical demands of the position.
<u>Security Check:</u>	It is a condition of employment that appointees must undertake a police check and an employee Working with Children Check prior to commencement of work.



3. **POSITION OBJECTIVES:**

The Bookings Officer will:

- Ensure the seamless delivery of booking services for all Hindmarsh Shire Holiday Parks.
- Deliver excellent customer service experiences for people enquiring about accommodation at Hindmarsh Holiday Parks.
- Supporting effective administration of booking platforms.

4. **KEY RESPONSIBILITY AREAS:**

- Being the point of contact for online, phone and in-person enquiries in relation to Hindmarsh Holiday Park bookings and visitation.
- Maintaining the online booking platform and supporting the IT Coordinator with updates and improvement as required.
- Providing administrative assistance to the Team Leader Holiday Parks and Holiday Park Caretakers (as directed by Team Leader Holiday Parks).
- Developing communications relating to the Holiday Parks for internal and external audiences, under the supervision of the Team Leader Holiday Parks.
- Handling payments for Hindmarsh Holiday Parks as required.
- Contribute to the continuous improvement and productivity of the organisation's operations.

5. **ORGANISATIONAL RELATIONSHIPS:**

Reports to: Team Leader Holiday Parks

Supervises: NIL

Internal Contacts: Manager Economic Development and Tourism, Holiday Park Caretakers, Holiday Park Cleaners, Tourism and Economic Development Officer, Manager Assets and Facilities, Team Leader Facilities, IT Coordinator.

External Contacts: Visitors/customers/patrons, software supplier.

6. **OCCUPATIONAL HEALTH AND SAFETY:**

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public. Whilst at work, an employee must:-

- Take reasonable care for their own health and safety;
- Notify their Manager of their inability to carry out any physical task that is outside their capability;
- Take reasonable care for the health and safety of people who may be affected by the employee's acts or omissions in the workplace;



- Cooperate with respect to any action taken by Council to establish and maintain occupational health and safety systems and procedures, including the completion of risk assessments;
- Complete Accident, Hazard and Near Miss Reports in a timely manner;
- Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety;
- Use protective equipment or clothing provided by Council at all required times;
- Immediately notify their Manager in the event of any injury, near miss, damaged equipment or other workplace hazard.

7. **RISK MANAGEMENT:**

Whilst at work, an employee must:

- Contribute to making Hindmarsh Shire as risk free as possible for all employees, residents and visitors;
- Take all reasonable action to protect Council assets from damage and or loss;
- Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.

8. **RECORDS MANAGEMENT**

- Responsible for following Council records management processes and principles as contained within Council policies and procedures;
- Responsible for creating full and accurate records of activities and decisions relating to Council business; and
- Supporting the Records Management team with access to, and retrieval of, documents relating to Freedom of Information requests and public transparency principles contained in various Acts and regulations.

9. **ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- Provide accurate information to customers as well as general administrative support for Hindmarsh Holiday Parks as a whole.
- Accountable for the quality, effectiveness and timeliness of own personal duties without regular supervision.
- Freedom to act is limited by documented procedures and guidelines with some discretion to apply those procedures.
- Ability to plan their own work at least a week in advance.

10. **JUDGEMENT AND DECISION MAKING:**



- The Bookings Officer will be required to complete their work based on well documented processes and procedures.
- Guidance and advice are always available from the Team Leader Hindmarsh Holiday Parks, or their superior, within the time available to make a choice.

11. SPECIALIST KNOWLEDGE AND SKILLS:

- The Bookings Officer will be required to understand the relevant technology, procedures and processes used by the Council, in particular Hindmarsh Holiday Parks.
- Well-developed literacy and numeracy skills.
- Well established typing skills with speed and demonstrated accuracy.
- An understanding of the principles of good customer service.
- Clear communication skills (oral and written).

12. MANAGEMENT SKILLS:

- This position will require skills in managing time and planning and organising one's own work to achieve targets.
- The employee must have a basic knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance.

13. INTER-PERSONAL SKILLS:

- Employees will require skills in written communication for the preparation of routine correspondence and reports as required.
- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.
- This position will require the ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities.

14. QUALIFICATIONS AND EXPERIENCE:

- Demonstrated experience providing excellent customer experience (preferably in an accommodation or hospitality context).
- Desirable – familiarity with Newbooks property management system, or similar.



15. EQUAL OPPORTUNITY:

Hindmarsh Shire Council offers a work environment free from discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

16. PRIVACY AND CONFIDENTIALITY:

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy Act (Cth), the Privacy and Data Protection Act (Vic), the Health Records Act (Vic) and Council's Confidentiality policies.

Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at Council for any purpose other than the discharge of official duties.

17. KEY SELECTION CRITERIA:

The following key selection criteria will be used as a tool to assist in the selection of the most suitable applicant.

Applications **must** address the key selection criteria:

- Demonstrated experience providing excellent customer experience (preferably in an accommodation or hospitality context).
- Competence using IT systems, including booking systems and the Microsoft suite.
- Excellent team-work skills, with experience working in a professional team environment.
- Strong written and verbal communication skills.
- Willingness to undertake a pre-employment medical, police check and Working with Children Check.

---- End ----