

TOI-OHOMAI

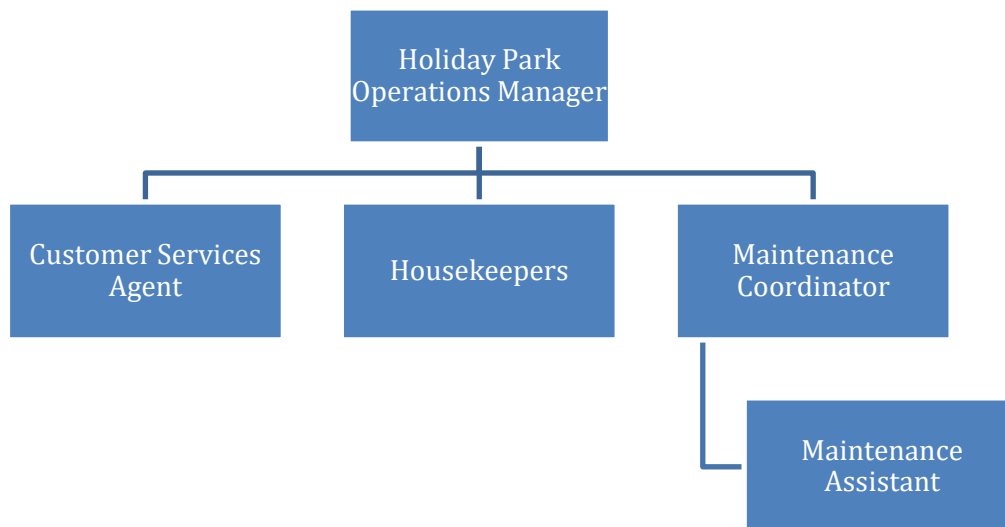
Institute of Technology

JOB DESCRIPTION

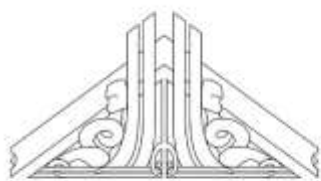
Job Title:	Customer Services Agent
Department:	Holiday Park
Reports To:	Holiday Park Operations Manager
Job Purpose:	Provide excellent customer service in every interaction with Holiday Park guests and occupants whilst maintaining up to date booking information on the booking system and sales channels that the park operates through
Date:	September 2022

Organisational Context:

Insert Organisational Chart



Toi Ohomaitanga: how we act and behave at Toi Ohomai will be guided by our values



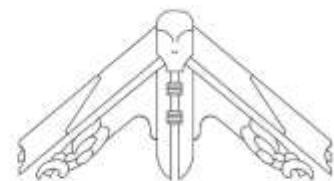
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

Toi Ohomai Institute of Technology Strategic Intent 2017 – 2020

Globally education is undergoing disruptive change, driven by technology; learner expectations of employment outcomes; as well as employer & government expectations of relevance and value. Delivery models have changed more in the past 10 years than in the previous 1000 years and are expected to change even more rapidly. In this context Toi Ohomai will systematically and continuously adapt to ensure that its education models and practices are relevant; that our technology, systems and processes meets future business needs; that staff capability and culture embraces change; and our physical asset base meets future learning needs, with a specific focus on improving access to education and enabling employment opportunities throughout the Bay of Plenty.

Toi Ohomai's ability to produce the best possible outcomes for our students, communities and business through seamless connectivity with our regional stakeholders, and Iwi in particular, is critical to the social, cultural, environmental and economic wellbeing of the wider Bay of Plenty region.

Toi Ohomai's Strategic Intent is to:	We will:
1. <i>have meaningful and effective partnerships</i>	<ul style="list-style-type: none"> a. Be a strategic education partner to Iwi, industry and the communities in the region. b. Recognise Iwi of the region as rights holders. c. Work collaboratively with other education providers. d. Work closely with government agencies.
2. <i>deliver tertiary education, research and technology transfer to meet the needs of the region.</i>	<ul style="list-style-type: none"> a. Ensure that we understand and meet the tertiary education needs of the region. b. Provide accessible and adaptable pathways for learners. c. Develop our discipline and research strengths to align with those of the region. d. Be active in technology transfer and applied research for industry.
3. <i>be innovative and support innovation</i>	<ul style="list-style-type: none"> a. Create an organisational culture that encourages and supports innovative practice. b. Develop activities that support new innovators and entrepreneurs in our region. c. Embrace and share new technologies and practices in education and industry. d. Build our capability and delivery of STEM subjects and courses.
4. <i>be learner-centred</i>	<ul style="list-style-type: none"> a. Offer a range of services to support student success prior to enrolment, during their study and beyond graduation. b. Tailor our educational delivery to suit the needs of the learners and to enhance their employability. c. Ensure our campuses, programmes, delivery and support mechanisms engage and support Maori and Pasifika students to achieve success. d. Create a culturally-safe environment for all learners.
5. <i>be a sustainable organisation</i>	<ul style="list-style-type: none"> a. Ensure that we are financially responsible and sustainable. b. Develop revenue streams appropriate to our core purpose. c. Maintain the highest standards of health and safety for our staff and students. d. Develop the capability of our staff to meet the future needs of the organisation. e. Minimise our negative environmental impact. f. Contribute to the social cohesion of our communities.

Resource Management:**Financial Authorities:**

Budget owner: No
 Delegated Financial Authority as per Toi Ohomai's
 Delegations Policy: No

Staff Authorities:

Number of Direct Reports: 0
 Number of Indirect Reports: 0
 Responsible for contract staff, and/or coaching, training of
 others: No
 Responsible for new employee hire: No

Functional Relationships:**INTERNAL**

- Holiday Park Guests/Occupants
- Holiday Park staff and Management
- Toi Ohomai Facilities staff and Management
- Other Toi Ohomai staff as needed

EXTERNAL

- Agents for booking system and sales channels
- Local travel and tourism operators
- Industry partners
- Suppliers

Key Competencies are framed by Toi Ohomai's Strategic Intent

The delivery of all key competencies should align to the delivery of Toi Ohomai's Strategic Intent and values.

The following list articulates the generic key responsibilities of the role. In addition to these the employee may also be required to undertake reasonable tasks and projects beyond these responsibilities.

Key Competencies:**Customer Service**

- Provide excellent customer service in every interaction with Holiday Park guests and occupants;
- Ensure any maintenance or customer service issues are communicated accurately and in a timely manner to the correct person;
- Contribute to making all guests' stays positive and memorable;
- Resolve complaints and issues with professionally and in line with Rotorua Thermal Holiday Park Policy and Procedure.

Administration

- Maintain up to date booking information on the booking system and sales channels that the park operates through;
- Respond to booking enquiries in a timely manner;
- Miscellaneous administration tasks as required.

Health and Safety

- Incidents/accidents are reported as per policy and procedure and within required timeframes;
- Potential hazards are identified and reported appropriately minimising the risk to guests, staff and students.

Team work and collaboration

- Able to establish and maintain positive working relationships with people at all levels

Note:

The above Key Performance Indicators are provided as a guide only. You are expected in your role to undertake any and all reasonable and lawful instructions and / or delegated tasks given by your manager, or someone in a position authorised to give such instruction. The precise performance measures for this position should be discussed between the jobholder and manager as part of the performance development process.

Person Specification:**Qualifications****Essential:**

- NCEA level 2

Desirable:

- Experience in the tourism sector working with online booking systems
- Certificate in Travel and/or Tourism

Knowledge / Experience**Essential:**

- Experience in Customer Service; excellent people skills and a positive attitude
- General Administration Experience;
- Experience with Central Reservation Systems
- Proven cash handling and financial reconciliation experience

Desirable:

- Experience in the accommodation sector in a Travel or Tourism environment

Skills and Attributes**Essential:**

- Excellent oral and written communication skills, particularly at an inter-personal level
- Ability to be self-motivating and able to work independently and as part of a team
- High levels of professionalism, confidentiality, honesty & integrity
- Interest in continued enhancement of personal knowledge and abilities
- PC based computer literacy skills

Desirable:

- Experience dealing with difficult customers

Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment; including but not limited to technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.