

Katoomba Christian Convention (KCC) Mission & Vision:
*"...to see our nation transformed by Jesus Christ through the powerful preaching of the Bible
 through our series of conventions and activities..."*

JOB DESCRIPTION

Position Title	Bookings Officer – Churches & Families
Reports to	Operations Manager - Functions
Supervises	N/a
Location	Katoomba Christian Convention, 119 Cliff Drive, Katoomba
Department	StayKCC Booking Office
Purpose	To provide the StayKCC Team with excellence in: <ol style="list-style-type: none"> 1. To provide an end to end booking contact, encompassing sales, customer service, booking and administration for the following booking types: <ul style="list-style-type: none"> • Churches • Government • Individual/Families (including campground) • Craft/Creative Groups • Other adhoc groups 2. In conjunction with the Operations Manager – Functions developing marketing campaigns to increase overnight stays in the above booking types. 3. Provide general administration and accounting assistance as required by the Operations Manager - Functions
Relationships	Internal – Bookings Officers, Operations Manager-Functions, facilities team, all other team (in Katoomba and the Burwood Head Office) External – guests, delegates, volunteers, suppliers, contractors
Status	Full time
Primary Responsibilities	Provide end to end customer service to all churches, government, individual bookings (including campground), craft groups and other Ad hoc Groups as outlines below: <ol style="list-style-type: none"> 1. Prioritise sales and seek to generate enquiries, turn enquiries into bookings and actively follow up quotes and other sales opportunities 2. Follow up sales opportunities using all means with-in 48 hours of quote being sent 3. Be the first point of contact – on the phone and face to face for KCC 4. Daily clear answering machine and call back any missed calls 5. Handle and collect all mail and manage KCC Katoomba site emails 6. Provide quotes with same day turn around, bookings management and communication with customers from initial enquiry through to invoicing and full completion of the booking 7. Manage enquiries and bookings, utilising systems provided 8. Show prospective guests around the site as necessary

	<ol style="list-style-type: none"> 9. Communicate with other service providers and suppliers as necessary, including catering contractors 10. Meet and greet groups on arrival, assist with accommodation site checks on occasion if necessary 11. Assist group leaders and/or KCC Event Coordinators during their stay/activities 12. Farewell groups on departure and seek to confirm future repeat bookings 13. Follow up on information from guest feedback forms as appropriate 14. Provide support for KCC Event Coordinators during the running of KCC conventions with delegate registrations, sales and other enquiries 15. Maintain the front desk of the booking office, being the first point of contact for suppliers and customers <p>Assist KCC with accurate bookkeeping and accounts administration duties</p> <ol style="list-style-type: none"> 1. Provide banking as needed 2. Collate financial information as requested by the Burwood based accountant 3. Collate financial information as requested by the Operations Manager to assist with forecasting and other business planning activities <p>General office administration, assistance and continuous improvement</p> <ol style="list-style-type: none"> 1. General office maintenance, filing and archiving, maintaining office supplies, dealing with lost property 2. Assist with delegating administrative and/or accounting tasks when busy with the top priority of bookings and sales 3. Assist with internal communication in regards to bookings and associated staff activities as required 4. Assist with general HR administration as required 5. Provide general office support to the Operations Manager – Functions 6. Provide general office support to the Facilities Manager at times 7. Assist with ordering cleaning and First Aid supplies 8. Assist with ideas for continuous improvement in guest liaison, sales and bookings 9. Assist in developing marketing campaigns for churches, government, individuals/families, craft groups and adhoc groups in conjunction with the Operations Manager – Functions. 10. Any other duties as required by your supervisor <p>Policy and Procedures</p> <ol style="list-style-type: none"> 1. Make suggestions and contribute to the wider business, marketing and product development at KCC 2. Familiarise yourself with and apply policies and procedures for the StayKCC Team 3. Act in accordance with best practice Work Health & Safety procedures
<p>General Responsibilities</p>	<ol style="list-style-type: none"> 1. Uphold KCC’s Code of Conduct and Christ-centered organisational culture 2. Communicate and work effectively with other team members 3. Ensure a high level of customer service is maintained for guests and delegates 4. Participate in training, meetings, workshops etc as required. 5. Work within the policies and procedures of KCC 6. Continuous Improvement and Best Practice: You will have opportunity to participate in any continuous improvement exercises and to seek best practice in fulfilling your role. You will also have the opportunity to contribute to the ongoing development and improvement of KCC policies and practices. 7. Workplace Health and Safety: It is your responsibility to take reasonable care for the health and safety of all people within the workplace and for all people who may be affected by your acts or omissions. You will cooperate in implementing WHS legislation and standards.

	8. Equal Employment Opportunity: You are also accountable and responsible for complying with all KCC policies and procedures designed to eliminate discrimination, harassment and bullying in the workplace.
Key Performance Indicators	<ol style="list-style-type: none"> 1. Increase in site bookings for Churches, Government, individual bookings (including campground), craft groups and adhoc groups as indicated by exceeding budgeted yearly revenue for these groups 2. Excellent customer service, as indicated by customers via feedback forms and other means 3. Excellent efficiency in the planning and follow through of all bookings, as indicated by customers via feedback forms and other means 4. Excellent efficiency in the general running of the office 5. Good external relationships with vendors and suppliers
Selection Criteria - Essential (knowledge, skills and experience)	<ul style="list-style-type: none"> • Capacity to uphold KCC's core values and Christ-centered organisational culture • At least 5 years experience in an Admin/Sales/Events oriented role • Proven skills and excellence in customer service, sales and administration • High level organisational skills with excellent attention to detail and accuracy • Strong proficiency of Microsoft office package • Good knowledge of bookkeeping and accounts administration duties • Adept at effectively communicating with guests, staff and contractors • Resourceful with excellent initiative and problem solving skills • Flexible and adaptable to changing priorities to meet guest needs • Strong multi-tasking and time management planning skills • Team player, and able to work independently • Good work ethic with a "can do" positive attitude • Takes responsibility, honest and acts with integrity • Maturity to handle a variety of issues that may arise in KCC's facilities • Current NSW drivers license • High standard of written and spoken English
Selection criteria - Desirable	<ul style="list-style-type: none"> • Formal qualification in an Admin/Sales/Events oriented area • Understanding of the not-for-profit sector and Christian camping • Proficient in the use of Venuelife and Xero • Current First Aid Certificate • Calm and communicative, even when under pressure • Ready to take on new challenges and willing to learn and develop • Is familiar with and has benefitted from KCC events • Experience in carrying out emergency procedures, or willingness to learn

Employee Name:	
Employee signature:	
Date:	

Hours of duty	<ul style="list-style-type: none"> • The basic expectation is 38 hours per week for this permanent position. • Hours of duty vary according to work load <ul style="list-style-type: none"> ○ A 'normal' working day is 9am till 5pm with 30 minutes for lunch ○ These hours may vary as required ○ Weekend work will be required
Remuneration Package	<ul style="list-style-type: none"> • Probation: Six (6) month probation period will apply • Please note that the successful applicant will be required to complete a Police Criminal History Check, Prohibited Employment Declaration and a Working with Children Check prior to appointment