

Role Description

Central Reservations Agent

Agency	Office of Sport
Division/Department/Unit	Sport & Recreation Services Group
Location	Sydney Olympic Park
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	639411
Role Number	TBC
PCAT Code	1119192
Date of Approval	12 September 2019
Agency Website	www.sport.nsw.gov.au

Agency overview

The Office of Sport works with key sector partners to promote and deliver a vibrant and valued sport and active recreation sector that enhances the lives of the people of NSW.

The Office is responsible for planning, managing and delivering high quality venues, facilities, sport and active recreation development programs, high-performance sport, sports integrity and safety. It is also the driver for NSW sport policy and strategy, the formation and dissemination of insights and information, and the promotion of partnerships.

Primary purpose of the role

The Central Reservations Agent provides direct customer service to the Agency's clients and is responsible for the sales and coordination of bookings, and registration functions to support program delivery across Sport and Recreation Services sites.

Key accountabilities

- Provide timely, accurate, and high-quality customer service to clients consistent with the values of the Office of Sport to deliver a high-quality end to end customer experience
- Respond to and follow up customer enquiries, tailor program packages, prepare quotes, administer booking contracts, and registrations
- Process accounts and incoming payments in compliance with financial policies and procedures
- Follow up outstanding debts by sending bill reminders and contacting clients, as well as verifying discrepancies and resolve customers billing issues
- Maintain sound knowledge of Sport and Recreation Services products and services
- Comply with relevant legislation, policies and standards to ensure service standards and performance objectives are achieved, and the confidentiality, privacy and integrity of information is maintained.

Key challenges

- Managing high volumes of client enquiries and bookings in a professional, appropriate manner with the ability to deal effectively with difficult and challenging customers.
- Understanding the features of each site and the broad range of programs and services offered through the Sport and Recreation Services group.

Key relationships

Who	Why
Internal	
Team Leader Central Reservations	<ul style="list-style-type: none">• Provide high level advice regarding client services and administration processes• Escalate issues and propose solutions• Receive guidance and provide regular updates on projects, issues and priorities
Sport and Recreation Services Staff	<ul style="list-style-type: none">• Liaise to facilitate booking and registration hand over to centres• Support team members and work collaboratively to contribute achieving team outcomes.
Corporate Services - Finance	<ul style="list-style-type: none">• Accounts Payable procedures related to verifying, classifying posting and recording of accounts receivables data
Corporate Services – Marketing	<ul style="list-style-type: none">• Coordination of website information and tools relating to the Central Reservations function
External	
Clients and Registrants	<ul style="list-style-type: none">• Liaise with clients, respond to enquiries• Coordinate bookings and manage program registration• Receive feedback
General Public	<ul style="list-style-type: none">• Respond to enquiries• Provide accurate, timely and high-quality information

Role dimensions

Decision making

The Central Reservations Agent is required to make decisions on issues relating to the key accountabilities of the role and is responsible for prioritising own workload and determining the time criticality of issues for action.

Decisions on matters outside the Central Reservations Agent's accountabilities and on issues that are contentious or sensitive and may impact on the reputation of the Agency are escalated to the Team Leader Central Reservations.

Reporting line

Team Leader Central Reservations

Direct Reports

Nil

Budget/Expenditure

Nil

Essential requirements

Demonstrated experience in sales and bookings coordination in a relevant field such as accommodation, events or tourism.

National Criminal Records Check





Current Working with Children Check (WWCC) Clearance

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the service provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs. Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers.
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Foundational	<ul style="list-style-type: none">• Display familiarity and confidence in the use of core office software applications or other technology used in role• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation• Understand information, communication and document control policies and systems, and security protocols• Comply with policies on acceptable use of technology