

Bookings Coordinator

Job Description

Your Job Purpose

- Guest communication
- To provide an accurate and effective booking support service to school, churches, sports groups and others
- Clearly communicate guest needs with other team members

Our Mission

Totara Springs is a Christian camp that brings God's love to each person who visits. We are especially committed to serving our guests with outstanding hospitality.

Organisational Context

<i>Responsible to:</i>	Operations Manager
<i>Direct reporting roles</i>	None
<i>Department and Team</i>	Operations - -> Admin
<i>Functional Relationships (internal and external)</i>	Guest groups Primary contacts and Parents Instructor/Host team Accounts Admin Sports team Catering team Housekeeping Ministry Development Leadership Team and Senior Leadership Team

Your Key Job Responsibilities and Performance Expectations

Booking Management

- Collate and process the booking of guest groups (i.e. enquiries, tentative bookings).
- Actively pursuing, respond to and follow up on all booking enquiries within a 12 to 24-hour period, through Venue 360 enquiries, phone enquiries and email enquiries.
- Ensure that bookings are within the guest ratio advised by the Directors (>40 with preference towards larger groups).
- Book repeat groups in on an annual, bi-annual or tri-annual basis. (Historical groups that are within the guest ratios have priority).
- Liaise with the Ministry Development Team to ensure holiday camps are booked in to optimize the holiday period.
- Follow up with the guests/primary contacts as required to confirm/discuss any special requirements (i.e. dietary, medication and behavioural).
- Create and maintain the bookings calendar once the Ministry of Education releases school holiday dates.

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- Undertake the collating, filing and record-keeping of all groups.
- Follow up and process any cancellations and refunds as required.
- Setting up and monitoring of back end venue 360 for all guest groups
- Complete the "All Groups spreadsheet" to ensure you don't miss out historical groups.
- Reception work, answer phones and talk to guest who come to reception when Customer Engagement-Admin is absent or busy.
- Greet guests in a friendly welcoming manner
- Liaising and communicate with the schools on a regular basis to ensure their programme is developed to ensure achievement of their camp goals.
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- Schools have the relevant information regarding safety aspects, activities as well the Quality Living program to make informed decisions.
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- Giving input into the programming services provided to Guests
- Liaise with Guest with regards to proposed programme, duties and activities that are required, and provide them with documentation to make informed decisions
- Ensure that resources are allocated prior to Guest Group's arrival, and communicated to the Instructing Team Leader Ensure feedback from Guest Groups is received. Follow up with groups that have not returned evaluations
- Follow up on negative or low scoring evaluation with team leaders and ensure the guest primary contact knows we have heard there feedback

Financial Administration

- Work alongside the accounts administration to reconcile and process guest group payments and monitor payment plans
- Follow up to ensure deposit and booking forms are returned within 7 days
- Send out invoices for final payment 10 days before camp and receipt payment at or before camp
- Work alongside the accounts administration to reconcile payments.

Programme Delivery Support

- Liaise with, guests, to ensure all information is returned in a timely manner and passed onto hosts, coordinators, catering, and housekeeping regarding any special requirements (i.e. dietary, medical, and behavioural) to ensure guest needs are met and appropriate teams are informed.
- Assist Team Leaders and/or Coordinators with the delivery of camp activities.

Spiritual

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- Ensure that you are sharing the life-changing message of the gospel, alongside other spiritual lessons from the Bible.
- Investigate and seek out opportunities to integrate spiritual stories and values (i.e. quality living, the story of Tarore) with our guest groups and in your everyday work.

Marketing Support and Relationships

- Assist with the marketing and promotion of TSCC programmes (i.e. website or social media content development) as required.

Health and Safety Management

- Actively participate in the health and safety (H&S) responsibilities as outlined in the H&S Management Programme.
- Follow all established work procedures with particular regard to the requirements for H&S, including the use of PPE, no matter of location (i.e. at camp or off-site). Refer to the latest health and safety manual.
- Actively participate in the identifying and reporting of hazards.
- Actively participate in rehabilitation and return to work procedures following an (work related or non-work related) accident, including the sharing of relevant medical information and attendance of medical appointments/assessments.
- Actively promote and support health and safety, and wellbeing initiatives or opportunities for improvement.

People, Leadership and Culture

- Be a role model and leader of TSCC values and incorporate "Our Mission" into everything that you do. This includes demonstrating an awareness of and working in a manner that adds value and grows a positive team culture.
- Assist the delivery of TSCC Culture Club (new employee and volunteer) induction programmes

Technology

- Become increasingly familiar with Venue 360 and other relevant applications to enhance user access.
- Assist guests with website navigation and assist guests with Groups Self Service(GSS) navigation

Personal/Professional Development

- Participate in professional development initiatives and demonstrate an awareness of self and how one's behaviour and conduct may impact others.
- Take responsibility for discussing own performance and professional development with direct manager.
- Demonstrate commitment to up-skilling and further developing specialist knowledge and best practice initiatives.

Other Projects/Duties as assigned

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- Work in a manner that is aligned with “Our Values”, TSCC employee handbooks, policies and relevant legislation, in particular policies relating to conflicts of interest and confidentiality policies in all guest, TSCC community and team interactions.
- Fulfil all other agreed upon responsibilities and/or project work in a professional and timely manner.

Your workload breakdown

- 75% (30hr) Guest group bookings Financial Administration
- 15% (6hr) programme coordination
- 6% (2 hrs) Other Projects/Duties
- 2% (1hr) Personal/Professional Development
- 2% (1hr) Marketing Support and Relationships

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Person Specification

Experience and Qualifications

- Previous experience as a general administrator or coordinating a team in an events management or school setting
- Previous accounts administration experience
- Demonstrates a personal commitment to the mission of TSCC
- Experience mentoring and coaching others in a work setting

Technical Competencies

- Understands basic financial bookkeeping principles and practices
- Competent user of MS 365 tools and able to learn new applications and system quickly
- Ability to provide training and transfer knowledge to others with confidence
- Basic knowledge of health and safety requirements for events or in a camping/outdoors environment
- Demonstrates an inclusive and engaging communication style
- Has a guest and participant centric approach to the delivery of programmes and events
- Excellent communication skills (written and verbal)
- Holistic proactive approach to wellbeing in the workplace

Interpersonal Relationships and Communication

- Good listener that can guide or influence people to act and follow correct procedures
- Written and verbal reports are clear, concise, and appropriate to the audience
- Explores possibilities and alternatives in collaboration with stakeholders
- Develops productive relationships and maintains an atmosphere of trust
- Effectively resolves conflict and communicates disagreement without being disagreeable, offending, or building resentment.
- Takes the initiative to build/strengthen relationships with others.

Work Styles and Personal Attributes

- Ability to prioritise workloads through proactive planning, delegation and can work to timeframes and/or under pressure whilst maintaining professionalism (both in manner and delivery of work)
- Seeks to live out and role model the importance of balance to life, and discourages a work-at-all-costs mind-set
- Seeks and demonstrates ownership of issues and solutions, and resilience when faced with challenges and adversity

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- Embody the values and mission of TSCC in every strategy and action
- Demonstrates a commitment to growing personal faith (i.e. involvement in a church or similar community group)
- Maintains and upholds TSCC standards and procedures in an ethical and consistent manner
- Takes appropriate and reasonable steps to solve problems or improve the status quo
- Self-starter that sets and achieves own goals.
- Able to work long hours and shifts as required to support the effective delivery of large-scale events.
- Committed to maintaining a work life balance, advocating for yourself as needed.
- Can effectively manage interpersonal reactions and emotions when under stress