



Position Description

Position Title: Guest Service Agent	Classification: Bond Level 2
Faculty/School/Office: Campus Life	Date Position Classified/Updated: April 2024

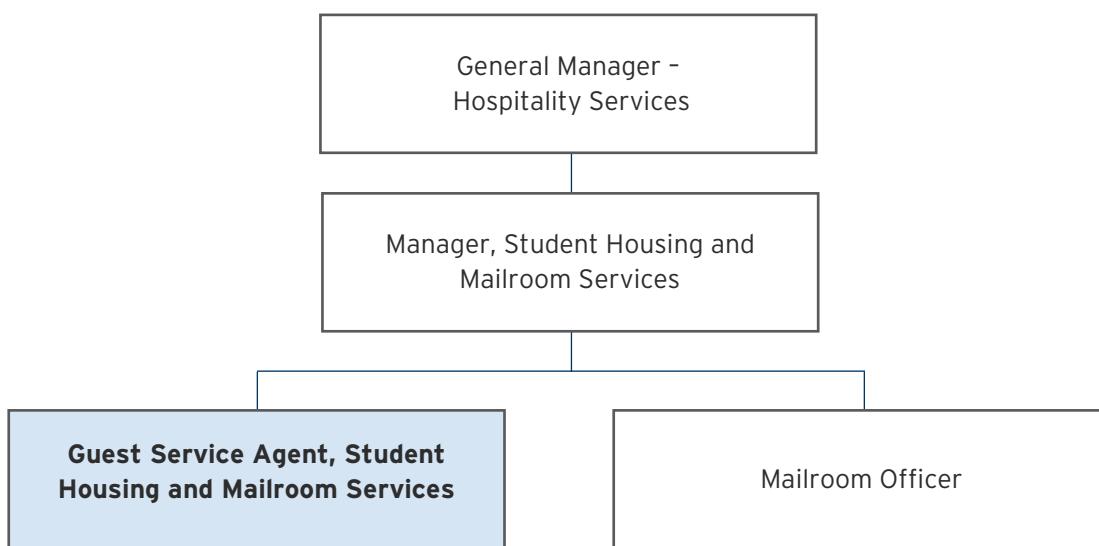
Purpose of the Position:

The Guest Service Agent is the first point of contact for students regarding Student Housing and Mailroom services. Reporting to the Manager Student Housing and Mailroom Services, this role will be responsible for all student and visitors' accommodation bookings, dining plan bookings, key audits, student mail, maintenance requests and undertaking other administrative duties as required by the General Manager - Hospitality Services and Manager, Student Housing and Mailroom Services.

This role requires professionalism and a high-quality customer service ethos along with demonstrated experience in working with people with varying cultures and backgrounds.

Reporting Relationship:

This position reports to the Manager Student Housing & Mailroom Services:



Selection Criteria:

- Experience in processing Student Accommodation Bookings or a similar role
- Previous exposure to high level of customer service with a minimum of 2-3 years experience
- Strong communication, interpersonal skills and conflict resolution skills
- Ability to exercise judgement in crucial situation and advise students accordingly
- High level of organisational skills with an ability to prioritise tasks and the ability to work under pressure
- Demonstrated attention to detail
- Demonstrated competency in Microsoft Office, email and operation of office equipment
- Ability to develop familiarity with fire and evacuation security procedures
- Professional presentation and articulate
- Ability to work within a team environment
- Ability to work within a multicultural environment

Desirable Criteria:

- Experience in StarRez student room booking software
- Experience with Finance One and Student One Computer Systems and Student databases.

Competency	Responsibility
Customer Service	<ul style="list-style-type: none">• Create and maintain a friendly reception service area.• Ensure all enquiries are dealt with in an efficient professional and courteous manner.• Assist with the collection of student mail and the distribution of student mail.• Perform Reception duties.• Report all maintenance issues.
Operational Performance	<ul style="list-style-type: none">• Participate in processing all Accommodation Applications for both International and Domestic Students.• Process manual data entry of student bookings into the database system.• Participate in the efficient running of the Student Housing Office.• Action room entry condition reports.• Complete key audit at the end of each semester• Ensure that all student and Temporary Accommodation bookings are dealt with in an efficient and courteous manner. These include:- Reservations; Amendments, Cancellations• Prepare all Registration Forms for new students as well as returning students.• Action any request made by the General Manager and/or t Manager.• Coordinate the management of Dining plans• Coordinate and complete Infra's, action mid and end of semester room checks.• Perform follow up on Infra's• Any other duties as required
Communication	<ul style="list-style-type: none">• Liaise and assist students in relation to accommodation matters.• Action all Student Residences emails within 24 hours• Liaise with Student Housing Manager regarding external accommodation bookings.
Financial Management	<ul style="list-style-type: none">• Process student Account Adjustments and ensure Room Moves are completed efficiently and accurately on a daily basis• Process Accommodation and dining plans to Student One.
Team Building	<ul style="list-style-type: none">• Work within the team environment, communicating at all levels.

Understanding of Quality Assurance	<ul style="list-style-type: none"> • Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. • Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.
Understanding of Cultural Sensitivity	<ul style="list-style-type: none"> • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.
Understanding of WHS Responsibilities	<ul style="list-style-type: none"> • Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area. • All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame. • Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).

Note - the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.