

**NOTES**

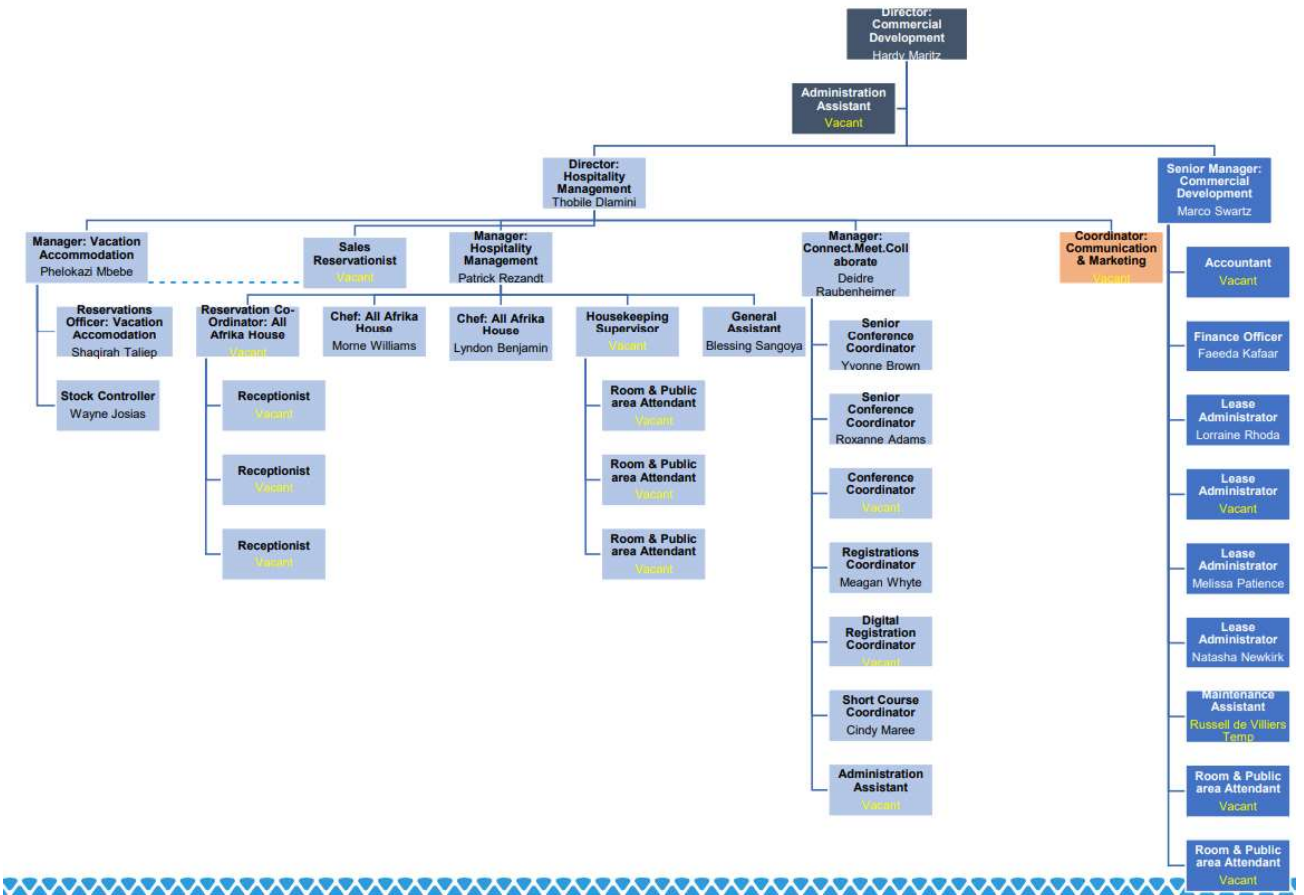
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

**POSITION DETAILS**

Position title	Reservations Officer: Vacation Accommodation		
Job title (HR Practitioner to provide)	Booking Officer		
Position grade (if known)	PC08	Date last graded (if known)	
Academic faculty / PASS department	Finance Department		
Academic department / PASS unit	Commercial Development		
Division / section	Hospitality Management Division		
Date of compilation	Updated September 2023 and February 2024		

**ORGANOGRAM**

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)



## PURPOSE

The primary purpose of this position is to actively participate in dealing with all aspects of guest bookings (e.g. billing, reconciliation of bookings), welcoming guests into vacation residences and assisting with the diary management of the Director: Hospitality Management. This position is also expected to perform general reception duties during off-peak periods.

<b>CONTENT</b>			
<b>Key performance areas</b>	<b>% of time spent</b>	<b>Inputs</b> (Responsibilities / activities / processes/ methods used)	<b>Outputs</b> (Expected results)
1	35%	<p><b>Operations Management</b></p> <ul style="list-style-type: none"> <li>• Prepare information for booking material: <ul style="list-style-type: none"> <li>○ Update booking forms and registers.</li> <li>○ Update booklets, posters, flat charts and parking discs.</li> <li>○ Prepare and regularly update residence usage charts for occupancy, meal planning for catering contractor and bedding spreadsheets for the linen store manager and laundry service provider.</li> <li>○ Schedule regular meetings with Residence Facilities staff to discuss residence usage matters.</li> </ul> </li> <li>• Arrange meetings with group organisers to discuss and understand specific requirements of their bookings. In consultation with the Vacation Accommodation Manager: <ul style="list-style-type: none"> <li>○ Arrange meetings with relevant stakeholders to discuss client's special requirements.</li> <li>○ Facilitate and coordinate site visits with Residence Coordinators.</li> </ul> </li> <li>• Schedule meetings with general guests, group organisers, tour operators, Faculties and Student Housing and Residence Life.</li> </ul> <p><b>Liaison with Residences</b></p> <ul style="list-style-type: none"> <li>• Assist with the coordination and facilitation of the Vacation Accommodation operation debriefing sessions.</li> <li>• Reconcile stock lists provided by residences with actual stock to record any shortages: <ul style="list-style-type: none"> <li>○ Prepare and submit completed stock lists for sign off to the Vacation Accommodation Manager.</li> </ul> </li> <li>• Communicate booking changes with residence staff.</li> <li>• Conduct random visits to residence(s) during vacation periods to: <ul style="list-style-type: none"> <li>○ Spot check dining halls.</li> <li>○ Check in with staff on the ground on operational requirements that may arise.</li> <li>○ Liaise with guests in respect of their stay with us.</li> </ul> </li> <li>• Prepare and print arrivals lists to confirm meal counts for submission to residences and catering teams.</li> <li>• With the Night Manager's assistance, prepare group arrivals packs and scrutinise meal cards against arrivals lists.</li> <li>• Work closely with other departments to ensure seamless coordination for guest arrivals and stays.</li> </ul> <p><b>Orders and Stock Records</b> Work in conjunction with the Stock Controller to:</p> <ul style="list-style-type: none"> <li>• Conduct the physical stock counts for vacation accommodation and record the data.</li> <li>• Comparison of stock records with occupancy.</li> <li>• Obtain a list from residences regarding acquisitions in terms of stock to be purchased.</li> <li>• Liaise with service providers regarding stock orders.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that information is updated regularly and is accurate and relevant.</li> <li>• Ensure that bookings are correctly recorded and that customers have a satisfactory experience.</li> <li>• Correct stock levels maintained.</li> <li>• Daily meal card administration is done accurately and timeously.</li> <li>• Ensure consistency and accuracy of information and elimination of errors.</li> <li>• Regular feedback is received from Night Managers to ensure that meals are only provided to eligible guests.</li> <li>• Accurate information is obtained from suppliers/service providers.</li> <li>• Accurate information is provided to line management.</li> </ul>

			<ul style="list-style-type: none"> <li>• Report any discrepancies in terms of stock.</li> <li>• Discuss quotation for possible capital expenditure.</li> <li>• Compile lists annually for semi-durable products such as crockery and cutlery (annual purchases).</li> <li>• Prepare required documentation (MM010) for purchasing and submit to Commercial Development finance to raise a purchase order.</li> </ul>	
2	<b>Booking Administration and Management</b>	40%	<ul style="list-style-type: none"> <li>• Ensure that that all bookings are confirmed and guaranteed with valid payment methods.</li> <li>• To ensure 16h00 releases are followed up on and cancelled timeously (i.e. Self-catering bookings done on booking.com).</li> <li>• Attend to group booking enquiries/ requests (telephonic, email, walk-ins).</li> <li>• Manage the Stay and Connect and Vacation Accommodation email inboxes.</li> <li>• Refer all student financial eligibility queries to the Vacation Accommodation Manager.</li> <li>• Accurately manage accommodation availability and allocations based on individual requirements of groups.</li> <li>• Accurately manage bookings on Hotelier and apply the Yielding method where applicable to maximise revenue as far as possible.</li> <li>• Capture student bookings on the appropriate Mercury module and Hotelier Booking Management System.</li> <li>• Send out relevant documentation to clients (letter of confirmation, payment details etc.).</li> <li>• Administer payment of deposits (bank transfer, payment details etc.).</li> <li>• Follow up on non-payments for bookings and overdue accounts.</li> <li>• Prepare and submit cancelled student bookings for scrutiny and action to the Vacation Accommodation Manager.</li> <li>• Assist with the refund process: <ul style="list-style-type: none"> <li>◦ Obtain bank or fund details.</li> <li>◦ Assist with the fee assessment process:</li> <li>◦ Ensure that guest registers are received from residences.</li> <li>◦ Cross check registers with Mercury and capture bookings on Mercury accordingly.</li> </ul> </li> <li>• Follow up on the submission of relevant documentation for special deposits for finance to clear.</li> <li>• Send out and follow up reminders for payment with payment details.</li> <li>• Administer payments for remaining balances.</li> <li>• Complete and submit relevant documentation with booking details (Mercury ID and name, or Hotelier ID) for remaining balance to the Vacation Accommodation Manager.</li> <li>• Attend to changes of bookings.</li> <li>• Print or Email final statement showing R0.00 balance and send statement to customers.</li> <li>• Prepare and submit cancelled group bookings for scrutiny and action to the Vacation Accommodation Manager.</li> <li>• Bill preparation and fee assessment:</li> </ul>	<ul style="list-style-type: none"> <li>• Requests (email, telephone and walk-ins) are attended to timeously and promptly.</li> <li>• Circulate required documents to relevant departments within Commercial Development.</li> <li>• Accurate information is provided to clients.</li> <li>• Ensure accurate completion, signing and return of booking forms with required supporting documentation from clients.</li> <li>• Ensure signing and return of confirmation letters.</li> <li>• Relevant documents for deposit capturing are completed accurately.</li> <li>• Bill preparation is done timeously and accurately.</li> <li>• Booking changes with relevant written communication from clients are done accurately and timeously.</li> <li>• Registers are reconciled and information is accurately captured.</li> <li>• Daily booking process is done accurately and timeously.</li> <li>• Ensure that revenue is maximized.</li> </ul>

	<ul style="list-style-type: none"> <li>o Bill prepared bookings upon arrival.</li> <li>o Fee assesses student bookings in accordance with Fees and Financial Aid timelines.</li> <li>• Processing of refunds: <ul style="list-style-type: none"> <li>o Prepare documentation including letters stating reasons for refund, statement etc.</li> <li>o Submit to Vacation Accommodation Manager to scrutinize and sign before submission to finance.</li> </ul> </li> <li>• Prepare required information relating to bookings for auditing purposes.</li> <li>• Contribute to the continual improvement of reservation services.</li> </ul>			
3	<p><b>General Administration Duties and Reception</b></p> <ul style="list-style-type: none"> <li>• Receive and sort service provider's invoices (i.e. Laundry, relocation, cleaning, catering).</li> <li>• During off-peak periods: <ul style="list-style-type: none"> <li>o Direct calls and emails from Stay and Connect and Vacation Accommodation generic emails to relevant departments.</li> <li>o Handle Directorate's calls from time to time.</li> <li>o Accept mail/posts/parcels.</li> </ul> </li> <li>• Over and above the duties listed in this job description, the position may be required to perform other duties that may reasonably be expected of them within the division from time to time.</li> <li>• Due to the nature of the operation, this position is required to work shifts, weekends and public holidays according to operational requirements.</li> <li>• The incumbent may be required to work in any other division of hospitality within Commercial Development according to operational requirements.</li> </ul>	10%		<ul style="list-style-type: none"> <li>• Visitors and calls are referred correctly.</li> <li>• Adequately service for the division.</li> <li>• To create greater synergy in the whole Commercial Development department.</li> <li>• Ensure accuracy and relevance.</li> <li>• Ensure optimal staffing deployment in alignment with operational needs.</li> </ul>
4	<p><b>Ad hoc Sales and general Human Resource Administration</b></p> <p><b>Ad Hoc Sales</b></p> <ul style="list-style-type: none"> <li>• When required attend marketing exhibitions to sell Stay and Connect as a product offering.</li> <li>• Call potential clients and past clients to offer Stay and Connect Services.</li> <li>• Form part of the sales team for marketing trips.</li> <li>• Circulate marketing material to existing customers.</li> <li>• Assist the department in achieving its financial objectives.</li> <li>• Conduct regular site inspections to ensure familiarity with the service offering and take potential clients on site inspections.</li> <li>• Negotiate rates with potential clients in collaboration with the Vacation Accommodation Manager.</li> <li>• Develop and maintain positive relations with travel agents and tour operators.</li> <li>• Provide feedback and insights on market trends and competitors to management.</li> </ul> <p><b>Human Resource Management</b></p> <ul style="list-style-type: none"> <li>• Vacation staff recruitment and selection process: <ul style="list-style-type: none"> <li>o Prepare adverts and training manuals for vacation accommodation student staff.</li> </ul> </li> </ul>	15%		<ul style="list-style-type: none"> <li>• Ensure that correct HR forms are completed accurately and required supporting documentation is provided.</li> <li>• Relevant training material is updated and ready.</li> <li>• Vacation staff are adequately trained.</li> <li>• Training schedule and venue details are communicated to all participants.</li> <li>• Market Stay and Connect to potential clients.</li> <li>• Source new clients and deliver new business for Stay and Connect.</li> <li>• Help attain departmental revenue targets.</li> <li>• Support the Vacation Accommodation Manager.</li> </ul>

			<ul style="list-style-type: none"><li>○ Coordinate and facilitate Vacation Staff training on booking Management systems such as Mercury and Hotelier.</li><li>• With the Night Managers assistance, administer completion of relevant UCT Human Resources documentation (i.e., appointment forms, timesheets, etc.).</li><li>• Form part of the selection committee and interview panel for the recruitment process for seasonal temporary staff.</li></ul>	
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### MINIMUM REQUIREMENTS

Minimum qualifications	An NQF5 level qualification e.g., Diploma Hospitality Management or an equivalent qualification.			
Minimum experience (type and years)	At least 3 (three) years in a senior reservations role at the level sought for this post. Be in possession of a valid driver's license and proven experience as a driver in the last two years.			
Skills	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills.</li> <li>• Ability to multitask, work under pressure and maintain a sense of urgency.</li> <li>• Exceptional verbal and written communication skills.</li> <li>• The ability to interact with guests from a range of diverse backgrounds.</li> <li>• Time management.</li> <li>• Detail oriented.</li> <li>• Be in possession of a valid driver's license and proven experience as a driver.</li> </ul>			
Knowledge	<ul style="list-style-type: none"> <li>• A deep and relevant understanding of the Hospitality and Tourism industries.</li> <li>• Hospitality Management booking systems.</li> <li>• Basic Human Resources functions.</li> <li>• MS Word.</li> <li>• MS Excel.</li> <li>• MS Outlook.</li> </ul>			
Professional registration or license requirements	Valid South African Drivers license			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	<ul style="list-style-type: none"> <li>• Honesty and integrity to handle cash and finances.</li> <li>• Conflict management.</li> <li>• Professional.</li> <li>• Shift work is required dictated by operational requirements.</li> <li>• Flexibility to work after hours as and when required.</li> </ul>			
Competencies (Refer to <u>UCT Competency Framework</u> )	Competence	Level	Competence	Level
	Accuracy and attention to detail	2	Time management	2
	Information management	2	Adaptability/Flexibility	2
	Communication skills (written and verbal) and interpersonal skills	2	Computer literacy	2
	Planning and organising	2	University Awareness	2



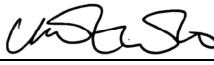
### SCOPE OF RESPONSIBILITY

Functions responsible for	<ul style="list-style-type: none"> <li>• As specified in the position description under key performance areas.</li> </ul>
Amount and kind of supervision received	<ul style="list-style-type: none"> <li>• This post will report into the Vacation Accommodation Manager who will provide a certain degree of supervision; however, the position should be able to carry out functions assigned with a relative degree of autonomy.</li> </ul>
Amount and kind of supervision exercised	<ul style="list-style-type: none"> <li>• This position has no direct reports.</li> </ul>
Decisions which can be made	<ul style="list-style-type: none"> <li>• Decisions that arise during the day-to-day execution of their assigned responsibilities.</li> </ul>
Decisions which must be referred	<ul style="list-style-type: none"> <li>• Potential risks to the unit.</li> <li>• Any decisions relating to eligibility or policy.</li> <li>• All decisions not directly related to the roles and responsibilities as assigned.</li> </ul>

**CONTACTS AND RELATIONSHIPS**

Internal to UCT	Vacation Accommodation Manager, Residence Facilities, Residence Catering, Vacation Accommodation Temporary Staff, Fees Office and Financial Aid Office, Residence Finance, Commercial Development Finance, Human Resources.
External to UCT	Guests, vendors, suppliers.

**AGREED BY**

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Position Holder	Vacant			
Line Manager	Phelokazi Mbebe	<i>Phelokazi Mbebe</i>	Ext 1052	28/02/2024
HOD	Thobile Dlamini		Ext 1914	26.02.2024
HOD	Hardy Maritz		x 2133	29 February 2024
<del>Executive Director</del>	Vincent Motholo - CFO		X5245	16 March 2024
HR Practitioner	Gay Tyler			