Position: Booking Officer

## Role Statement

When a facility under the responsibility of a Community Asset Committee is hired out on a casual or regular basis, it makes good sense to establish a booking officer position as a member of the Committee.

The position of ‘Booking Officer’ has a high level of contact with community organisations and members of the public interested in using or hiring the facility. This position has several important roles and responsibilities that include:

* Responding to all enquiries about the facility and meeting interested persons on site for facility tours prior to a booking;
* Having a good understanding of all fees and charges and how they apply to different facility usage;
* Administering an up-to-date diary of bookings;
* Administering casual booking forms and ensuring that all details are completed prior to the event;
* Taking regular bookings ensuring that any invoices sent out are an accurate reflection of the dates and times of usage. This task may be undertaken in collaboration with the CAC treasurer;
* Collecting deposits, fee balances, equipment hire charges and security bonds and receipting these accurately and appropriately. Again, this task may be undertaken by or with the CAC treasurer;
* Having a good understanding of and being able to effectively communicate the conditions of hire of the facility so that hirers can be clearly reminded of their responsibilities and can be notified if in default of their responsibilities. It is important for the Booking Officer to understand all matters that may impact on hiring conditions such as liquor licensing, planning regulations relevant for commercial hirers, venue finishing times, facility capacities to ensure there is no overcrowding and restrictions on venue numbers related to social distancing during a pandemic;
* Communicating and promoting the goals and standards related to use of the community facility such as child safety, inclusion and workplace health and safety;
* Being aware of all contents and equipment at the facility and ensuring that anything used as part of the facility hire is maintained in good order and reporting to Council any damage to the facility that may be noticed during a post function inspection or reported by a facility user. This task may be undertaken by or with a CAC Maintenance Officer role;
* Being responsible for issuing keys for casual use with a key being collected from a designated location (not within a private home) or arranging to open the facility for the hirer at a designated time.

Other relevant responsibilities are carried by all Committee members and include:

* Being informed of and promoting the common purpose, shared goals, delegated responsibilities and current activities of the Committee;
* Contributing to building teamwork and developing respectful relationships;
* Attending all committee meetings and actively participating in decision making;
* Bringing to the committee’s attention any opportunities for improvement and problems or issues concerning the facility or community asset and its activities.