



# Job Description Form

## Position Details

<b>Position Title:</b> Bookings Officer	<b>Position Number:</b> BGPA3178860	<b>Level:</b> Level 2
<b>Division:</b> Botanic Gardens and Parks Authority	<b>Branch:</b> Visitor Services and Community Engagement	<b>Section:</b> Visitor Services
<b>Employment Agreement:</b> PSA 1992 / PSCA 2024	<b>Location:</b> Kings Park	<b>Effective Date:</b> 4 June 2026

## Our Values

Our values drive the way we make decisions, interact with each other, and work together to achieve results.



**Integrity**  
*Commitment to knowing and doing what is right*



**Collaboration**  
*Commitment to team, partnership and the support of others*



**Accountability**  
*Commitment to being transparent, taking ownership and personal responsibility*



**Respect**  
*Commitment to the respect of people, culture and place*



**Excellence**  
*Commitment to quality, innovation and continuous improvement*

## Reporting Relationships

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 60%;">Position Title</th> <th style="width: 40%;">Level/Grade</th> </tr> <tr> <td>Director Experience</td> <td>Level 8</td> </tr> <tr> <td colspan="2" style="text-align: center;">↑</td> </tr> </table>	Position Title	Level/Grade	Director Experience	Level 8	↑			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 60%;">Position title</th> <th style="width: 40%;">Level</th> </tr> <tr> <td>Event Coordinator</td> <td>5</td> </tr> <tr> <td>Visitor Experience Coordinator</td> <td>5</td> </tr> <tr> <td>Events Special Projects Coordinator</td> <td>4</td> </tr> <tr> <td>Team Leader Park Management x2</td> <td>4</td> </tr> <tr> <td>Senior Park Management Officer x3</td> <td>3</td> </tr> <tr> <td>Events Officer</td> <td>2</td> </tr> <tr> <td>Junior Park Management Officer</td> <td>2</td> </tr> <tr> <td>Casual Junior Park Management Officer</td> <td>2</td> </tr> </table>	Position title	Level	Event Coordinator	5	Visitor Experience Coordinator	5	Events Special Projects Coordinator	4	Team Leader Park Management x2	4	Senior Park Management Officer x3	3	Events Officer	2	Junior Park Management Officer	2	Casual Junior Park Management Officer	2
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### Officers under *direct* responsibility

Position Title	Level/Grade	Approx. no. FTEs supervised
Nil		

## About the Role

Provides an effective customer communication and booking service for venues and facilities in Kings Park and Botanic Garden and Bold Park. Applies and communicates relevant legislation and policies to ensure appropriate

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venue use. *Individuals undertake their duties and responsibilities in accordance with the department's [Code of Conduct](#), policies and procedures, and relevant Government legislation.*

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## Responsibilities:

### Bookings and Customer Service

1. Efficiently and effectively responds to all customer enquiries in a friendly and welcoming manner.
2. Provides accurate customer focused information and advice on Kings Park and Botanic Garden and Bold Park venues and facilities, functions events and other activities as required.
3. Receives, processes and coordinates all components of function bookings of Kings Park and Bold Park venues and facilities in accordance with the *Botanic Gardens and Parks Regulations 1999*, BGPA policies and procedures and other legislation.
4. Assists in identifying resource requirements and venue availability during major events.
5. Liaises with Internal teams to ensure operational management of venues and facilities with minimal impact to bookings.

### Administration

6. Operates the electronic bookings system to process venue bookings and prepare reports.
7. Coordinates the costing, invoicing and reconciliation of all bookings.
8. Collates and distributes venue bookings information and statistics including compiling routine reports on booking patterns.
9. Assists in the review and maintenance of bookings procedures in line with legislation, key stakeholders, visitor requests and requirements for appropriate venue management.
10. Undertakes general administrative tasks including recordkeeping. Provides support to the administration team and the Education Bookings Officer as required

### Other

11. Actively contributes to improving teamwork within the BGPA.
12. Participates in the Performance Enhancement and Training program.
13. Operates in accordance with departmental policies and relevant legislation including Occupational Health Safety and Equal Employment Opportunity.
14. Undertakes other duties as directed.

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**Selection Criteria**

**Applicants should address the following four criteria. These should be addressed in no more than two pages in total.**

1. Demonstrated experience in responding to a high volume of varied internal and external customer enquiries and requests in a timely and professional manner with a strong and positive customer service focus.
2. Ability to work autonomously, with constant interruptions and still achieve professional, high-quality outcomes with demonstrated planning, administrative, organisational and time management skills to manage workloads and meet deadlines.
3. Well-developed written communications skills with the ability to prepare reports and written correspondence with high accuracy.
4. Communication and interpersonal skills, including the ability to work collaboratively with internal and external stakeholders.

**The following essential criteria will be assessed at some stage during the selection process. Desirable criteria will be assessed as required:**

5. Sound interpersonal skills with a demonstrated ability to develop and maintain effective relationships with a broad range of stakeholders including visitors, staff and volunteers.
6. Demonstrated problem solving and analytical skills with strong attention to detail and accuracy.
7. Proven time management and organisational skills including the ability to meet deadlines.
8. Experience in a venue booking, ticketing or similar customer focus role (**DESIRABLE**).
9. Ongoing willingness to participate in fire management activities that contribute to bushfire suppression and prescribed burning operations commensurate with capability, capacity, training and level of experience.

**Behaviour Expectations** [Leadership Expectations](#) provides a common understanding of the mindset and expected leadership behaviours for all public sector employees. The expected behaviours for this role is [Personal Leadership](#).

**Other position-related information (only relevant ones will be populated)**

<b>Position Status - Permanent</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <b>FTE:1</b>
<b>National Police Check</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No For more information refer to the department’s guidelines on <a href="#">National Police checks</a> .
<b>Current WA Driver’s Licence or equivalent (only specify yes if a drivers licence is required for appointment to the position)</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Medical Assessment</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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<b>Working with Children</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If this position works with children, refer to <a href="http://www.checkwwc.wa.gov.au/checkwwc/WWC+Check/">http://www.checkwwc.wa.gov.au/checkwwc/WWC+Check/</a>
<b>Allowance and Special Conditions</b> <input type="checkbox"/> District Allowance <input type="checkbox"/> Air Conditioning <input type="checkbox"/> Ranger Leave (Rangers only) <input type="checkbox"/> North West Leave <input type="checkbox"/> No Fixed Hours (Rangers only) <input type="checkbox"/> Other (Please specify)

**Certification**

Verified by: Recruitment and Establishment Section  
Registered JDF  
*C. Brown* 4 June 2026