

RECEPTIONIST – ARGYLE MOTOR LODGE



POSITION HOLDER:	Vacant
SECTION:	Argyle Motor Lodge (AML)
POSITION REPORTS TO:	Operations Manager
REPORTS TO POSITION:	Nil
CLASSIFICATION:	Level 3 – Front Office Grade 2 under the Hospitality Industry (General) Award 2020
STUDENT CARE:	No
PERIOD OF APPOINTMENT:	Permanent
HOURS PER WEEK:	25 hours per week including 34 weekend shifts per year and 8 public holidays Extra hours paid at casual rates

PURPOSE

To efficiently and effectively manage the day-to-day reception duties of the Argyle Motor Lodge (AML), ensuring high level customer service.

PRIMARY DUTIES

- Ensure that you report any child safeguarding issues with the appropriate mandatory reporting processes and promote a culture where children feel empowered to voice their concerns in creating a child safe environment.
- Undertake reception duties as part of a rotating roster and for relief cover, including opening and closing the reception area as required.
- Provide excellent customer service to all hotel guests and suppliers.
- Manage ordering of linen and supermarket supplies if required and the general cleaning of the reception and BBQ areas.
- Manage day to day administration duties for your shift such as updating customer profiles, answering telephone enquiries, monitoring all emails, including bookings, enquiries and invoices.
- Use Site Minder and/or other software systems to manage bookings for the day.
- Ensure compliance with all policies and procedures of the Motor Lodge and The Friends' School as applicable.
- Manage incidents and customer complaints in accordance with relevant policies, guidelines and operating procedures.

- Ensure that the handover to the afternoon shift is clear and concise, ensuring all relevant information is passed on.
- Other duties as required.

DELEGATIONS

Nil

KEY RELATIONSHIPS

- Housekeeping staff
- Reception staff
- Guests

SELECTION CRITERIA

1. Understanding and experience of the [10 National Child Safe Standards](#) which strive to protect children and young people from abuse and neglect.
2. Proven customer service background and a genuine passion for guest experience. Previous experience in reception and/or hospitality is highly desirable.
3. Sound computer literacy, written and verbal communication skills.
4. Adaptable, organised and flexible with a "can do" attitude.
5. Team player with strong interpersonal skills with the ability to work effectively both independently and within a team.
6. Ability to work safely in a motel environment and be fit to undertake the inherent requirements of the position.
7. Hold a current Tasmanian Working with Vulnerable People registration (employment) and provide a suitable National Police Check (less than 6 months old).

C O N F I D E N T I A L I T Y

A School environment is one where you will have access to highly confidential information, therefore it is critical for the School to explicitly state the following:

Definition

Confidential Information includes, with the exception of information in the public domain, any information:

- disclosed to you by or on behalf of The Friends' School;
- which comes into your possession, or is generated by you, in the course of your employment, whether or not the information was originally supplied by The Friends' School;
- relating to the dealings, financial arrangements, transactions, general affairs, details of suppliers, staff members, agreements entered into with The Friends' School and the financial position of The Friends' School and other matters that do or may affect the financial position or reputation of The Friends' School; and
- relating to internal management of The Friends' School, the structure of The Friends' School businesses, The Friends' School personnel, policies, strategies, plans, or aspects of its future activities.

Your obligations

You are expected to:

- use Confidential Information solely for the purpose of performing your duties;
- take all reasonable precautions as may be necessary to maintain the confidentiality of Confidential Information;
- not remove any Confidential Information from the School's premises without its prior consent;
- not (except in the normal course of carrying out your duties) copy or duplicate any Confidential Information without the consent of The Friends' School and
- immediately notify The Friends' School of any suspected or actual unauthorised use, copying or disclosure of Confidential Information.

Signed acceptance of the above position description:

Name:

Date:

Signature: