Position Title:	Receptionist
Award:	Registered and Licensed Clubs Award 2010
Department:	Motel Reception & Golf Packages
Reports to:	Motel and Golf Packages Manager
Financial Accountability:	Nil
Supervisory Accountability:	Nil

Position Summary:

The role of the Receptionist is to act as the first point of contact to members and guests at the Club. The role is responsible for providing exceptional customer service to members, guests to the Club and motel guests.

Key Responsibilities and Objectives:

- Maximize sales in relation to enquiries from potential guests for accommodation.
- Ensure appropriate vouchers etc. are ready upon arrival for package clients.
- Reserve rooms as per requested by the client.
- Handle enquiries from potential clients in relation to accommodation.
- Provide assistance to members, guests & sporting committees.
- Promote new packages to all previous golf package clients.
- Ensure switchboard is answered in a correct and friendly manner.
- Ensure check-out for clients are handled in a correct and friendly manner.
- Ensure that the total and correct charges are charged to guests.
- Prepare housemaids documents for housekeeping purposes.
- Process payments for various sporting committees, debtor payments and motel guests.

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

Key Selection Criteria:

1. Reception or administrative experience in a similar environment.
2. Excellent customer service and cash handling experience.
3. Professional and courteous phone manner.
4. Ability to handle difficult or challenging customers or situations in a calm and professional manner.
5. Ability to work to a high standard with minimal supervision and commitment to work as part of a team.
6. Good interpersonal skills, with a friendly manner when dealing with public and other staff members.
7. Willingness to work weekends and variable shifts as required.

Key Relationships:

Internal: Reception, bus drivers, motel housekeeping staff, Maintenance staff and the wider staff population

External: Members and their guests, general public

Key Club Requirements	
Adhere to Club Values	The values that we will live by in pursuit of our vision and mission are as follows: **1. EXCELLENCE** We relentlessly pursue the best outcomes from all our endeavours. We work collectively and harmoniously to achieve our vision and do not tolerate mediocrity. **2. BOLDNESS** We want to be bold, innovative and willing to take risks in a responsible manner in pursuit of our vision and mission. We want to be welcoming of change and technology as an opportunity to enhance our Club and the benefits that we can provide to our members. **3. FUN** Our offering to our members and visitors is Entertainment. A happy, fun environment is contagious and essential to success. We want the best available staff because we're a fun place. We want Rich River to be ALIVE WITH FUN. **4. ADAPTABILITY** In a highly competitive industry we must be prepared to change. Whether driven by legislative, technological or market forces we must continuously refresh our offerings to remain competitive. **5. RESPECT** We accept and respect one another, our members and our visitors regardless of gender, age, race, disabilities or beliefs. We respect our environment and ensure safety and sustainability. **6. COMPLIANCE** We conduct our business and ourselves in a lawful and socially responsible manner. Through good governance and responsible management, we manage our resources to ensure the ongoing sustainability and evolvement of our club.

Workplace Safety Responsibilities	• Perform role in a safe manner by adhering to RRGC Health and Safety policies, regulations and agreed safe work procedures and report immediately any potential hazards and/or incidents occurring in the workplace. • Adhere to emergency procedures as detailed in the RRGC Emergency Procedure. • Ensure compliance with manual handling practices.
Code of Conduct/ Behaviour	• Demonstrate practice within the Vision, Mission and Values of RRGC. • Assist in establishing and maintaining effective communication systems within the Club and promote and maintain an environment of teamwork and professionalism. • Work in accordance with relevant legislation, Standards and Policies (as applicable to role), e.g. Charter of Human Rights, Privacy Act & Principles, Equal Employment Opportunity, Bullying and Harassment.
Organisational Expectations	Facilities and Equipment • Maintain surrounds and equipment used within the role, ensuring that cleanliness and safety are adhered to at all times. • Responsible for the reporting of any malfunctioning equipment and /or facility to the appropriate department manager. • Ensure the safety and economical use of all resources.
Education/Training	• Demonstrate commitment to personal and professional development. • Participate in professional development annually, with the department manager, identifying key areas for professional and personal growth.

Endorsement: I have read and understand the requirements of this role.

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____