



<b>Position Title:</b>	Office Administrator/PA/Extraordinaire
<b>Location:</b>	Based at Lake Hawea Holiday Park, Glen Dene
<b>Hours:</b>	30+ Hours per week summer 20 Hours week Winter
<b>Date of Construction:</b>	06/09/2016

### Key Relationships

<b>Reports To:</b>	Manager + Owner
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### Purpose of Job

The purpose of the Office Administrator is to ensure the smooth running of the Holiday Park Office/Reception. You will be responsible for a range of administrative and office tasks as well as training staff so they can all work reception and serve guests.

You will be working closely with the manager ensuring procedures are followed and standards are kept to a high level. You will be dealing with customers regularly following up bookings, deposits and helping guest with their bookings as well as ensuring that monthly deadlines are met.

Another purpose is to continuously to develop and ensure that systems and procedures are efficient, productive and consistent. You will be required to coordinate regularly checks and ensure tasks are completed and reported accordingly. To ensure that the park is highly organised and to ensure there is consistency with every aspect in the park eg. ordering, training, OH&S, meetings etc. You will be required to plan daily, weekly, monthly and annually so that jobs are done in a timely fashion and not left to the last minute.

As there are two distinct seasons within the park prior and during the summer you will be required to ensure that the park office/reception is running as efficiently and productive as possible ensuring that the best guest experience ever is achieved consistently. During the quieter months you will be required to continually improve and upgrade systems, help with marketing, event planning and the helping with future park planning.

Your position will not be limited to the Lake Hawea Holiday Park as you will also be required to use your skill and administration skills helping out with Sarah and Richard in their other businesses.

As you will be part of the Lake Hawea Holiday Park team you will also be required to help with the cleaning, swing a rake and smoke a fish.

## Competencies Required

- Exceptional organisation and time management skills
- Exceptional communication skills
- Friendly and enthusiastic manner with exceptional customer service skills
- Willingness to be accountable and accept responsibility
- Have good hygiene and good deportment
- Be able to physically be able to complete work
- Be able to prioritise and ensure daily tasks are completed
- Great attention to detail
- Have a truly flexible attitude
- Good fun loving spirit that will add to the park environment
- Be Honest, reliable and trustworthy
- Ability to work in a team and independently
- Knowledge of the surrounding area
- Willingness to learn and extend and go with change
- True flexible attitude (this position description is likely to not even cover half of what the role may end up doing!)
- Ability to stay calm under pressure
- Methodical and thorough approach to work
- Good at juggling tasks and prioritising
- A desire to show initiative

## Education/Experience Preferable

- Tourism/hospitality experience
- Experience with computer reservation systems and channel management
- Exceptional customer service
- Administration experience
- Excellent office management skills
- Computer literate in Microsoft Office products (Word, Excel, Powerpoint, OneNote)
- Marketing and promotional administration experience

## Responsibilities:

Manage Office Systems and Procedures  
Manage Staff Office Training  
OH&S in the workplace (office)

## Job Roles and Tasks Involved

Please do not get deterred by the list of job roles and tasks. This is not complete and never will be. We will continue to refine the list as the job develops, review it and updated it accordingly. It does show that there is a variety of work, responsibility and accountability required.

## **General**

- Effective communication with guests, fellow staff and manager
- Ensuring the office, reception area and surrounds are tidy
- Working with the Manager to constantly improve office systems and procedures
- Training of staff on office procedures, systems, booking day tours

## **Reception:**

- Front office Reception
- Must be able to follow the operation procedures for serving guests and making bookings
- Maintain a high standard of personal presentation
- Processing telephone & email enquiries
- Handle guest reservations and enquiries
- Attend guest arrivals and departures
- Advise and sell local attractions
- Be proficient at using the computer reservation system (training provided)
- Calculate and collect Guests accounts accurately
- Assist with events and functions and marketing
- Laundry and Housekeeping duties

## **Administration**

- Weekly/Monthly planning with the Manager
- Upkeep of operations manual, guest compendiums
- Manage Van Storage Accounts
- Manage refunds for processing
- Manage Guest comments and reviews
- Manage incoming/outgoing emails
- Manager Bookings, guest payments, outstanding accounts
- Manager RMS general setup
- Manage Third Party Booking sites, i-site bookings
- Follow social Media plan and update sites, load photos etc
- Manager day-tour manual
- Manage brochure stocks and displays
- Streamline of all camp signage with specific fonts and branding
- Manage the bike hire, rods, gas bottles & DVD's
- Ordering approved purchases, office stationery,
- Assist with Marketing projects, placing adverts etc

## **OH&S**

- Work with Owner to ensure that the OH&S procedures are up to date and operational
- To keep good records.
- To be accountable for OH&S as a duty officer in the Office and report accordingly

## **Cleaning and Maintenance**

- Ensure Lake Hawea Holiday Park entrance and reception are clean at all times
- Keep staff areas clean and tidy and well organized
- Assist with cleaning Units and ablutions

- Assist with grounds when required
- Attend to laundry duties

**Conditions of Employment:**

You will be paid for hours worked. Accurate **timesheets** must be kept accordingly. Regular breaks must be taken in accordance with your employment agreement. Any overtime is to be approved by the owners prior to it been taken. Overtime is to be accrued during the busy summer periods and used during the quieter periods (winter months) – Flexi time.

**Physical and Social Environment:**

The role is predominantly based indoors in an office environment. However, there will be times when you will be working outside with groups, events, guest relations and staff training.

I acknowledge that I have read and understood the requirements of this job description and accept that this may not be a complete list of duties and may be subject to change at any stage.

Signed by Employee

Date: