

NAPIER CITY COUNCIL



Position Profile

KENNEDY PARK TOP 10 RESORT

ASSISTANT DUTY MANAGER

Responsible to: Front Office Manager

Department: Front Office/Admin

Staff Directly Supervised: 0

Total Staff Responsibility: 0

Date of compilation: 12/03/2004, revised 13/12/2005

Job evaluation: Grade TBA

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Job Description - Agreed:

Job Holder: _____ Date: _____

Manager: _____ Date: _____

Manager – Tourism Services : _____ Date: _____

PURPOSE:

This position profile is designed to assist in your understanding of what is required to successfully complete your work. It is not designed to be a prescriptive all encompassing list of tasks. The Manager is appointed to manage the business in the best interest of Napier City Council. The Manager has the right to manage and the employee is required to follow the lawful directions of their manager.

To provide guest service, security and function room and restaurant set up and service.

“To be an effective member of the Kennedy Park team.”

Within the general function of this role, some specific tasks and responsibilities included in this Job Description may be amended by the employer from time to time, to reflect the on-going evolution of operational practices.

POSITION RESULTS AND KEY TASKS:

1. To provide guest service, reception duties and security for rostered hours
2. To undertake conference room and restaurant duties and customer service as required for booked events and functions
3. To do minor maintenance and repairs in guest rooms and public areas, and deliver accommodation supplies (bedding, utensils, cots etc) following requests by guests
4. To greet and acknowledge all guests in a cordial manner thus reflecting a positive image of Kennedy Park
5. To monitor guest activity within the Park to ensure breaches of noise policy are acted on appropriately
6. To ensure no unauthorised persons are on Park grounds
7. To be aware of all identified hazards that may effect themselves, staff and guests and that all accidents, near misses, and potential hazards are reported to the Safety Officer or Manager. Any immediate hazards to be eliminated, isolated or minimised if it is safe to do so.
8. Plant & equipment to be used and maintained in a proper manner to ensure long life of the equipment, and safety of staff and guests
9. Advise the Front Office Manager or Manager of any maintenance, service or security issues that require follow-up. Commission external contractors to undertake work beyond the scope of Kennedy Park staff, and where statutory regulations demand (electrical, plumbing etc).

ADDITIONAL TASKS

1. Swimming pool – undertake correct maintenance in accordance with agreed policy and to meet all statutory and local body standards
2. To acknowledge guests at all times, and be available for guest assistance and enquiry
3. Recycling depots and system to be used and monitored
4. All purchases and service orders to be on official purchase orders and within allowable spending limits.

DIMENSIONS

Kennedy Park can be a very busy accommodation facility, open 365 days per year and with a wide range of clientele expectations. Business is seasonal, with very high peaks throughout the year, and other times of low demand. The Assistant Duty Manager must be aware of this in relation to his/her own working hours, staff rostering, and timing of leave.

Public holidays, special events, school holidays and the summer season are our busy times, and require the close supervision and hands-on input of the Assistant Duty Manager.

RELATIONSHIPS

Internal

Manager, Front Office Manager, Office Staff, Food & Beverage Co-ordinator, Housekeeping Supervisor and Assistant Supervisors, Ground Staff, Restaurant Staff, Housekeepers.

External

Customers, contractors, suppliers.

DESIRABLE EXPERIENCE, SKILLS AND PERSONAL ATTRIBUTES

Experience

- accommodation and/or tourism
- staff supervision
- departmental management
- exposure to a trade or property management or reservations
- customer contact
- restaurant, bar, functions, conferences (General Manager's Licence desirable)

Skills (not all required)

- computer literate
- cash handling and general office skills
- cleaning techniques, equipment and chemical knowledge
- time management and organisation
- handyman
- hand and power tool operation
- tree, garden and/or turf maintenance
- ability to work unsupervised and as part of a team

Personal Attributes

- reliable, healthy, honest
- assertive, confident, amiable
- attention to detail
- high standards of presentation
- able to work alone or with others
- commitment to safe work practices

PERFORMANCE EVALUATION

The performance of the incumbent will be monitored regularly and formally evaluated on an annual basis. The evaluation will be carried out by the Manager and/or Front Office Manager.