

NAPIER CITY COUNCIL



Position Profile

KENNEDY PARK TOP 10 RESORT RECEPTIONIST

Responsible to: Front Office Manager

Department: Front Office

Staff Directly Supervised: 0

Total Staff Responsibility: 0

Date of compilation: 21/11/2005

Job evaluation: Grade TBA



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 be the first point of contact for prospective clients and visitors, providing a warm welcome through all communication media (in person, by phone, email, or fax) and correct information before and after arrival.

“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. All guests (potential and existing) to experience positive, timely interaction
2. All guest contacts to follow management and Top 10 guidelines
3. All guest contacts to be conducted with a view to securing a reservation, top customer service supplying information and assistance beyond that expected, and to securing repeat and referral business
4. To follow financial transaction policies (cash, electronic, cheque, charge backs) to ensure correct charging, receipt of monies and shift balancing
5. All reservations made follow correct policies. Data recorded on paper or electronically is full and correct.
6. To make reservations to maximise occupancy and yield of rooms and sites
7. To vet all enquiries in regard to security issues, and the desirability of the prospective client
8. To monitor vehicles and persons entering the Park and advising Duty Managers of any concerns
9. General reception duties – check in/out, telephone answering, guest information, cash handling, merchandise sales, mail handling, correspondence, preparation of banking and change orders
10. To work as part of a team and as an individual
11. To be aware of all identified hazards that may affect yourself, your fellow staff or 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.
12. To recommend and sell tickets to visitor attractions, and to book ahead at other Top 10 Holiday Parks

ADDITIONAL TASKS

1. General office, administrative and housekeeping tasks will be delegated from the following list:
 - secretarial and marketing assistance
 - stationery and merchandise maintenance and ordering – including stamps, brochures, forms, paper, in-room manuals, Top 10 supplies etc
 - records and statistics
 - reports
 - petty cash disbursements and reconciliations
 - deposit follow-ups, processing and acknowledging, and general correspondence
 - training new staff
 - ordering Park supplies
 - contacting contractors
 - signing in visitors and contractors
2. Office cleanliness – vacuuming, windows, dishes, dusting, electrical equipment (phones, keyboards, monitors, PCs, printers etc), emptying rubbish (using recycling bins)
3. Receptionists must acknowledge guests at all times, and be available for guest assistance and enquiry
4. All purchases and service orders to be on official purchase orders and within allowable spending limits.

DIMENSIONS

The position of Receptionist in the Hospitality/Tourism industry is unique to that industry. It is not comparable to the position of "Receptionist" in a standard office environment.

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.

Public holidays, special events, school holidays and the summer season are our busy times, and require Reception staff to be available for rostered shifts, unless arrangements are made by prior approval.

The position involves a lot of customer contact, and repeat use of telephones and computers. Receptionists are frequently on their own in the office, particularly in the evening.

RELATIONSHIPS

Internal

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

External

Contractors, Suppliers, Tourism Services Staff, Visitor Attraction Staff (Gannets, Aquarium, Marineland etc), other Top 10 Parks and Top 10 Head Office.

DESIRABLE EXPERIENCE, SKILLS AND PERSONAL ATTRIBUTES

Experience

- hotel/motel/holiday park reception
- telephone answering
- computers in an employment situation
- customer service
- cash and electronic payments

Skills

- computers
- good spelling and command of English language
- good with figures/arithmetic
- typing/keyboards

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
- discrete

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 the Front Office Manager.