Australian Government
Australian Sports Commission

job description

Job Title:	Residences Receptionist (Casual)	**Job Number:**	7096
Division:	Corporate Operations	**Location:**	Canberra
Branch:	AIS Site Services	**Grade:**	2
Section:	Site Commercial		
Reports to:	Reception Supervisor		
Date of Effect:	2017		

Context	The Residences program works to provide high quality residential accommodation services and operations for up to 650 beds, manage residences facilities and amenities along with dining hall and cleaning services to internal and external stakeholders in support of ASC business during a 7-day operating environment.

Primary Job Purpose	Provide front office and reception services to short-term and long-term residents, guests and visitors staying in the Residences. Provide these services in line with quality hotel operations and to established standards and systems.
Job Responsibilities	1. Under the supervision of the Reception Supervisor and overseen by full time receptionists, provide the full range of reception services to guests and stakeholders ensuring a high level of customer service is maintained. 2. Undertake front office and reception administrative duties including: • Preparing and processing guest arrivals and departures per established systems. • Administer business correspondence within a TRIM environment, transactions and over-the-counter sales, stocktaking and reconciling cash register at the completion of shift within established frameworks. • Respond to incidents and emergencies in accordance with ASC policies, Residences Rules and Regulations ensuring duty of care responsibilities are met. • Optimising occupancies through supporting reservations activities, processes and systems. • Assist with Dining Hall and Residences operations and business activities including administration work connected with the management of the Residences. • Support Residences quality assurance program and various reconciliation activities.

	3. Work collaboratively as part of a high performing team/organisation, establishing and maintaining effective partnerships with key internal and/or external stakeholders to lead and deliver high quality business outcomes. 4. Actively promote and role model the ASC values of Excellence, Integrity, Respect and Teamwork, and contribute to positive organisational change, effective communication, and continuous improvement at the ASC.
People Management	No direct re Residences Receptionist (full time)ports, however provide coaching and mentoring to other staff as required.
Budget Management	No direct responsibility.

JOB HOLDER CAPABILITIES	
Qualifications and Experience	• High school diploma or equivalent. Certificate qualifications in hotel operations or related industry an advantage. • Sound receptionist experience working within a fast paced, high volume reception environment. • Sound experience processing and handling time-critical multiple arrivals, departures and guest services arrangements for diverse clients. • Sound experience in using hotel property management computer systems or equivalent. Experience handling reservations and account reconciliations an advantage. • Experience in housekeeping and quality assurance programs an advantage.
Knowledge and Skills	• Demonstrated ability to achieve strict deadlines, maintain consistency in a variety of time-critical processes, procedures to established frameworks and policies. • Demonstrated competency in the use of hotel computer packages, and general information technology tools. • Demonstrated ability to retain knowledge of, monitor and maintain a variety of records, policies and procedures including within an electronic records management environment • Excellent communication, interpersonal and time management skills.
Personal Attributes	• A friendly and outgoing personality with a commitment to providing quality guest and client services • Ability to work unsupervised

	• Ability to remain calm and work well under pressure with high efficiency • Ability to multi-skill and multi-task and a willingness to use initiative to solve problems within prescribed policies and procedures • Willingness to be flexible in work patterns to suit the demands of Residences operations. • Demonstrated commitment, drive and initiative to achieve program and organisational outcomes, with the ability to work as a member of a team and an individual (as required). • Demonstrated capacity to cooperate and work well with others in a cross-functional environment to pursue team goals, share information, support others, show consideration and respect for alternate ideas and solutions in support of organisational values.

Note:

- The ability to obtain (and maintain) clearance/s to work with children is an essential component of this role and continued employment.
- The ordinary working hours for the Program include duties during late evenings, early mornings, weekends and public holidays over 7 days of operations. The position holder is required to maintain a range of availability across these periods on an ongoing basis.