



QCCC TAMBORINE – 255 BEACON ROAD, TAMBORINE NORTH QLD

JOB TITLE Guests Services Administrator and Groups Coordinator

DATE 30th October 2020

REPORTS TO : Office Administration Manager

COMMENCEMENT: Mid-January 2021

PROBATION PERIOD: 6 Months

TERM: To be negotiated

JOB DESCRIPTION

Purpose of role The excellent guest service QCCC Tamborine provides stems from the strong relationships built with our group leaders and guests with many longstanding clients.

The ideal candidate for this position will be able to strengthen these connections by way of ensuring the clients booked requirements are met, to help them accomplish a successful event.

This includes implementing smooth and effective communications and coordinate efforts between the different entities, such as relevant QCCC staff and their departments, QCCC's onsite activity provider, other organisations within the precinct and external organisations & providers as required.

As well, to seek out opportunities to offer the QCCC experience to new groups.

This person is integral to the overall success of the organisation. Often being the first point of contact for customers and patrons, QCCC is represented by this position. They will provide customer service of exceptional quality. In carrying out functions and relating to guests and colleagues, QCCC staff are expected to endorse, model and promote Christian values and comply with relevant industry and workplace health and safety guidelines and regulations.

Main duties and responsibilities

Core objectives include:

60%	<ul style="list-style-type: none"> ▪ Maintains a welcoming environment and demeanour while servicing guests in person, on the phone or via email ▪ Pre-camp client liaison, including initial contact planning and client contact information updates. ▪ Maintain exceptional attention to detail in all aspects of the day-to-day running of events, including working with other departments supervisors for all operational aspects and planning; 	
	<ul style="list-style-type: none"> ▪ Provide excellent guest service through phone calls, emails, booking enquiries, 	

	<p>quotations, site visits, pre-arrival details, onsite supervision, and post-departure follow-up;</p>	
	<ul style="list-style-type: none"> ▪ Convey the booking details/groups requirements of their event to all relevant departments and service providers of the QCCC Tamborine facility; ▪ Develop and manage weekly events timelines, run sheet, event orders, drafting clear communications for relative staff departments. 	
	<ul style="list-style-type: none"> ▪ Assist management with the creation & implementation of dining room/kitchen staff/cleaning rosters to ensure all events are sufficiently resourced. 	In conjunction & collaboration with management, associate office and departmental staff.
	<ul style="list-style-type: none"> ▪ Liaise with outside partners including other camp organisations within our precinct, our outdoor education provider, other activity providers and other camp organizations; 	
25%	<ul style="list-style-type: none"> ▪ Process the booking enquiries (by phone, email or over the counter) with initial quotations followed by booking system loading and emailing documents to the client. 	In collaboration with associate office staff and/or when the Administration Manager is on leave.
15%	<ul style="list-style-type: none"> ▪ Follow up booking enquiry leads for the purpose of future bookings/marketing. ▪ Maintain a social media presence specifically for the QCCC Tamborine facility; ▪ Work enthusiastically to achieve the ethics and values of QCCC, a ministry of Queensland Baptists to the wider community. ▪ When school groups are onsite, arrange where possible & appropriate, a brief meeting with their group coordinator for a "big picture" discussion about their camping programs as an information gathering exercise to enable QCCC to better tailor our sites, programs and activities to market trends. ▪ Follow ups with schools for the purpose of information gathering and presenting QCCC's venues, programs and activities and in consultation with the QCCC Director 	In collaboration with other QCCC staff responsible for Marketing & Design and the QCCC Director.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

Other duties Fulfil other duties as required by the Administration Manager, Management and other department personnel as requested/required.

PERSON SPECIFICATION

- Qualifications**
- Minimum Diploma level qualifications in hospitality, business administration, event planning, marketing, outdoor education, or a related field is preferred.
 - Must currently possess or must have applied for, and received, a Blue Card for Working with Children prior to commencement.
 - Proficient in Microsoft Office Suite/Xero /KX Software, or the ability to quickly learn.
 - Able to work flexible hours, including some weekends and public holidays.
- Experience**
- Minimum 2 years in a guest service, events management, or administrative role.
 - Effective relationship building skills and the ability to work closely with internal and external stakeholders to ensure the smooth operation of events;
- Skills & competencies**
- Ability to communicate effectively with internal and external parties;
 - Ability to work well within a team environment;
 - Good skills in timetabling and rostering of staff
 - Friendly and confident telephone manner;
 - Excellent time management skills with an ability to re prioritise quickly and effectively with the ability to multitask and possess a 'can-do' service attitude.
 - Excellent literacy, including ability to write professional and error free correspondence;
 - Strong attention to detail with excellent organisational and planning skills;
 - Results orientated to achieve events objectives and budget expectations including revenue generation and minimisation of expenses in line with annual targets;
 - Proactive self-starter with innovative and creative abilities;
 - Reliable and autonomous;
 - Be mature, progressive, energetic, enthusiastic, innovative and results driven with a strong ethical approach and an outstanding track record in customer service.
 - Be passionate about the Camping Ministry as an entity, but even more passionate about contributing at the ground level and in a not-for-profit capacity.
 - Ability to develop strong stakeholder relationships through effective interpersonal, negotiation, mediation and representation skills;
- Personal attributes**
- Professional approach (essential)
 - Confident manner (essential)
 - Positive approach to change (essential)
 - Good interpersonal and relational skills (essential)
 - Understanding of and commitment to providing exceptional quality customer service
 - Ability to work under pressure.
 - Initiative.
 - Organisational and time management skills.

- Excellent attention to detail.
- Maintain a professional dress standard

Other

- The normal hours of work will be 8.30am – 5.00pm Monday - Friday. The incumbent may be required to work outside these hours to service clients and event demands which requires some weekend and the occasional evening work outside of regular business hours, however there is a degree of flexibility around this according to the needs of the business.
- Current Working with Children Check (essential)
- Other training may be required (for example: First Aid/Anaphylaxis management)
- Clean driving licence desirable.

Selection Criteria:

- Ability to embrace and deliver an incarnational approach to Christian Ministry, guided by QCCC's visual vision statement, the R1202 Hand, and exercise it towards staff and guests.
- Detail orientated and ability to prioritize multiple tasks in a busy customer-focussed environment.
- Demonstrated & excellent communication and social media skills.
- Strong work ethic and self-motivated.
- Friendly, outgoing, and comfortable working around guests of all ages and cultures.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

Please direct all enquiries and/or your application addressing the Selection Criteria, together with a Cover Letter and CV, to:

Jeanette Tane
Bookings Manager

bookings@tamboorine.qccc.org.au

Tel: (07) 5545 1417

Applications close: 5pm, Friday 29 Nov 2020