

Position Description	
Position Title: Receptionist	Division: Commercial and Operations – Sovereign Hill Hotel
Reports To: Manager Sovereign Hill Hotel	Workplace level: Level 2 during training period then increment to level 5 upon successful completion of training
Loading: Casual, Part Time, Full Time	Special: Must be available to work 7 days, including weekdays, weeknights, weekends, public holidays and school holidays
Position Created: 28 October 2009	Position Review Date: July 2017

ORGANISATIONAL ENVIRONMENT

The Organisation

Sovereign Hill is internationally recognised as Australia's foremost outdoor museum. The Sovereign Hill Museums Association is a not-for profit community-based organisation that includes: Sovereign Hill outdoor museum, the Gold Museum, Sovereign Hill Hotel, Blood on the Southern Cross and Narmbool.

The Department/Area

The Commercial and Operations Department comprises of Retail Enterprise, Sovereign Hill Hotel, Narmbool, Operations & Blood on the Southern Cross (BOSC). The Sovereign Hill Hotel offers a range of accommodation from dorm style rooms for school groups through to ensuite hotel accommodation catering to the leisure market.

ORGANISATIONAL CHARTER

Purpose

Our purpose at Sovereign Hill and the Gold Museum is to inspire an understanding of the significance of the central Victorian gold rushes in Australia's national story, and at Narmbool of the importance of the land, water and biodiversity in Australia's future.

Mission

Our Mission is to collect, conserve and interpret the mining, social, cultural and environmental heritage of the Ballarat region.

Values

Service

We will ensure that every visitor's experience is satisfying, and that their needs are paramount in our decision-making.

Respect

We will act with respect and free from any form of discrimination in what we say and do towards our colleagues, our visitors, and all with whom we do business; we will respect each other's dignity and right to privacy; and respect the assets we share in doing our jobs.

Safety

We will maintain a safe and healthy workplace for all our visitors and for all who work on our sites.

Integrity

We will act in accordance with international and national codes of ethical practice for museums, including respect for the tangible and intangible heritage we collect, research and interpret; for the primary role of museums as places of lifelong learning; and as individuals, work to help and support colleagues, work diligently to complete tasks, and at all times act honestly.

Responsibility

We will be a socially and environmentally responsible business and employer, and a vital partner in the development of our region; and as individuals, take responsibility for our actions and ensure our decision-making is objective, consistent and complies with policy and legislation.

Sustainability

We will maintain our financial viability and independence by using our resources efficiently and effectively.

PRIMARY ROLE

The Sovereign Hill Hotel Receptionist is responsible for informing and engaging guests in a polite and friendly manner whilst facilitating the booking of hotel accommodation, entry tickets to The Sovereign Hill Museum and admission tickets to the Blood on the Southern Cross sound & light show. The receptionist must gain and apply a comprehensive knowledge of the operations of The Sovereign Hill Museums Association.

WORKS CLOSELY WITH

- Manager Sovereign Hill Hotel
- Sovereign Hill Hotel Staff
- Blood on the Southern Cross and Front Entrance Staff
- Delaware North Companies Australia Pty Ltd
- Engineering and Maintenance Department
- Security

JOB TASKS AND RESPONSIBILITIES	
Key result area	Major activities
Reception	<ul style="list-style-type: none"> • Greet guests upon arrival, book appropriate accommodation, process guests check in and departures as per approved procedures • Accept bookings in person, by telephone or E-mail for accommodation, Blood on the Southern Cross sound & light show and entry tickets to The Sovereign Hill Museum etc. • Store guest luggage as and when required • Undertake clerical and administrative duties • Liaise with the New York Bakery, Charlie Napier Hotel and the Cafe as required • Accurately reconcile and balance all transactions daily (cash and electronically) • Seek to resolve customer issues and complaints, referring complex situations to Senior Reception staff or Sovereign Hill Hotel Manager • Set up for meetings and other special events at The Sovereign Hill Hotel as and when required • Be able to inform guests about tourism activities and locations in the immediate Ballarat district
Teamwork	<ul style="list-style-type: none"> • To work in a team and assist team members as required • Contribute to the delivery of special events and programs as required • Undertake any other relevant duties as required
Operations	<ul style="list-style-type: none"> • Undertake the responsibility of the position to: <ul style="list-style-type: none"> ➢ SHMA policies and procedures ➢ The Sovereign Hill Code of Conduct ➢ Sovereign Hill Workplace Safety Rules ➢ Equal Opportunity and anti-discrimination legislation and requirements; ➢ Occupational Health and Safety (OH&S) legislation and requirements • Participate in annual performance reviews, meetings and staff training and professional development as and when required • Champion, advocate and enforce all organisational policies, procedures and practices • Foster a culture which values safety as primary consideration in all activities; • Wear uniform in accordance with guidelines of SHMA • Perform other relevant duties as required

KEY SELECTION CRITERIA

- Previous experience within a reception, administration or hotel reception
- Excellent organisational and time management skills
- Excellent verbal and written communication skills
- Strong attention to detail
- Excellent customer service and ability to deal with all facets of the general public
- Demonstrated intermediate IT skills in Microsoft Office is essential, experience with booking systems is preferred but not essential
- Ability and willingness to work weekends, school holidays, public holidays and evening shifts

QUALIFICATIONS

- Qualifications in hospitality, tourism or administration are preferred but not essential

REQUIRED LICENCES/CERTIFICATES

- Police Check
- Working With Children Check
- Current First Aid Certificate
- Responsible Serving of Alcohol Certificate is highly desirable
- Food Handling Certificate is highly desirable

SPECIFIC HEALTH AND SAFETY REQUIREMENTS

- The Sovereign Hill Hotel Receptionist will have a current First Aid certificate and will have undertaken emergency warden training and assist to implement emergency procedures if required

OTHER

- Must be eligible to work in Australia

EMPLOYERS APPROVAL OF POSITION DESCRIPTION

Will Flamsteed
Director Commercial and Operations

Signature

Date of approval

Mark Karlovic
Head People, Performance & Legal

Signature

Date of approval

EMPLOYEE ACKNOWLEDGMENT OF POSITION DESCRIPTION

I have received a copy of the Position Description and have read, understood and accept its contents.

Employee Name

Employee Signature

Date