

## Position Description | Administration Support & Guest Feedback

### Reporting Line

Guest Services Manager → Managing Director

### Job Scope

The Administration Support & Guest Feedback role is responsible for supporting the administrative workload of at Hotel Group, with a strong focus on managing guest feedback, online reviews, and guest communication across the group.

This role is responsible for handling phone and email enquiries and bookings for **at Hotel Group & Whitsunday Transport**, including transport bookings, guest enquiries, and general administration duties.

This position provides administrative and guest services support to the at Hotel Group management teams outlined below plus Guest Service Agent Support for our smaller properties such as at Beach Court Holiday Villas.

### Key Responsibilities

#### Guest Feedback & Reviews

- Review, monitor, and champion at Hotel Group guest surveys and feedback.
- Respond to guest feedback promptly via phone or follow-up email as the first point of contact.
- Escalate and distribute feedback to relevant hotel and management teams.
- Respond to online reviews across Booking.com, Expedia, TripAdvisor, Google and other platforms in a timely and professional manner.
- Proactively request TripAdvisor or other review submissions from guest's who have had high quality experiences
- Track recurring feedback themes and highlight improvement opportunities to management.

#### Whitsunday Transport Company – Support, Bookings & Enquiries

- Manage inbound phone calls
- Answer and process transport bookings accurately and efficiently.
- Provide clear information regarding transport options, schedules, pricing, and availability.
- Liaise with the General Manager of Whitsunday Transport Company (WTC) & other transport providers and internal teams to confirm bookings and resolve issues.
- Ensure all bookings are correctly recorded, charged, and communicated to guests.
- Deliver professional, friendly, and knowledgeable customer service always.

#### Administration Support

Provide administrative support as reasonably requested to:

- **General Manager Guest Services** – arranging interviews, general day to day operational support. Provide support with reporting, documentation, and record management across departments.
- **Director of Sales & Marketing** - administrative support as required.
- **General Manager Administration and Finance** – administrative support as required.

- **Managing Director** – administrative and reporting support as requested.

#### **Project Support**

- Reinvigorate and champion the at Hotel Group loyalty program, ensuring staff awareness and guest engagement.
- Act as the Environmental Champion for at Hotel Group by creating, implementing, and monitoring environmental and sustainability initiatives.

#### **Financial Responsibilities**

- Maintain strict security procedures for credit card, cash handling, and guest confidentiality.
- Ensure accurate processing of guest accounts, charges, and adjustments.
- Confirm credit card pre-authorisations are taken in accordance with company policy.
- Ensure payment of guest accounts at check-in and settlement of additional charges at checkout.
- Maintain accurate filing of receipts and financial documentation.
- Check departure accounts for errors and resolve discrepancies promptly or escalate where required.
- Complete daily banking accurately and action discrepancies immediately.
- Maintain responsibility for the cash float during shifts.

#### **Guest Services Agent Responsibilities (As Required)**

- Deliver high-quality customer service during check-in, check-out, and throughout the guest stay.
- Operate the switchboard professionally and handle calls efficiently.
- Take reservations via phone, email, and in person accurately and promptly.
- Respond to guest email enquiries in a timely and courteous manner.
- Promote hotel facilities, services, and local experiences to maximise guest satisfaction and revenue.
- Maintain knowledge of local tours, transport services, pricing, and availability.
- Book tours and transfers for guests and ensure correct procedures and charging.
- Maintain accurate channel manager availability.
- Investigate and follow up on no-show reservations.
- Assist with after-hours guest enquiries when required.

#### **Human Resources Support**

- Assist management with on-the-job training programs.
- Support the induction of new staff during their first week.
- Maintain open communication and participate in staff briefings.

#### **Systems & Procedures**

- Report system issues and suggest improvements to systems and procedures.
- Follow all company policies, procedures, and guidelines.
- Ensure clear and concise handovers are completed for each shift.

#### **Customer Relations**

- Provide efficient, professional, and friendly service to all guests and clients.

- Actively review guest survey feedback and support preventative actions.
- Escalate complaints or negative feedback to management promptly.
- Build positive working relationships with colleagues and management.
- Actively support sales initiatives, promotions, and services.
- Treat all guests and colleagues with respect and cultural sensitivity.

#### **Workplace Health & Safety**

- Comply with all workplace health and safety policies and procedures.
- Report hazards, incidents, or injuries immediately.
- Participate in WHS training, risk assessments, and safety consultations.
- Maintain cleanliness, hygiene, and safe work practices.
- Be familiar with emergency, evacuation, and fire procedures.

#### **Other Responsibilities**

- Complete all tasks accurately and within required timeframes.
- Participate in training, development programs, and meetings.
- Maintain confidentiality of company, staff, and guest information.
- Comply with company policies relating to conduct, grooming, and performance.
- Continually strive to improve skills, knowledge, and performance.
- Undertake any other reasonable duties within the scope of the role as required by management.

*This position description is not exhaustive and may evolve in line with organisational and operational requirements.*

#### **The successful candidate will have:**

- Previous experience in a customer service or hospitality role is desirable, but not essential
- Excellent communication and interpersonal skills
- A positive and proactive attitude with a passion for providing exceptional service
- Ability to work independently and as part of a team
- Strong attention to detail and organizational skills
- Availability to work on a flexible roster, including weekends and public holidays
- A professional appearance and a friendly demeanour

#### **Why Join Us:**

- Competitive salary and benefits
- Work in a beautiful, dynamic environment
- Join a supportive and inclusive team
- Discounted accommodation for friends and family