

Front Office Reception & Bookings Administration

Casual

Located in the heart of Queensland's Sunshine Coast, Alexandra Park Conference Centre is the perfect location for camps from 30 to 350 people and conferences and meetings for up to 1000 people. With modern accommodation, professional catering and well equipped conference and meeting facilities plus an ideal location Alexandra Park is well situated to meet the needs of schools, churches and other groups seeking group accommodation, camp and conference facilities at an affordable price. We currently host a variety of school groups including leadership development, music camps, sports development/training camps, adventure programming, also school excursions visiting local and Brisbane attractions. We host church conferences, retreats, family camps and youth camps, plus a variety of sporting, craft and community groups.

We are seeking an experienced individual to provide support in the provision of Front office and General hospitality services for Alexandra Park Conference Centre.

The position's key responsibilities include:

- Undertake front office duties including bookings, guest liaison, telephone calls, receptionist, cashier, information services, and reservations.
- Undertake guided tours of the Centre with potential guests and onsite groups, responding promptly to enquiries and providing a high level of customer service.
- Ensure and provide accurate and timely responses to customer enquiries, creation of quotes and bookings.
- Ensure accurate information is recorded to ensure service delivery meets our client's expectation.
- Work cross-departmentally when required, including in Guest Services, Catering and Facilities Maintenance undertaking tasks typical to these areas, within your skillset, including at a lower level.
- Assist with creating, designing, and scheduling content to promote Alexandra Park Conference Centre, including sharing engaging posts on our social media platforms.
- Support with the creation of marketing and promotional materials to highlight the venue's offerings.

Role Selection Criteria

- Suitability Card for Child Related Employment (Blue Card)
- Demonstrated creativity and attention to detail, with hands-on experience in graphic design tools (e.g., Canva, Adobe Suite)
- Experience with crafting engaging posts on social media platforms.
- Hold a current first aid certificate.
- Previous experience in bookings, administration or front office functions of a hotel or accommodation organisation of similar size.

- Demonstrated ability to provide a high level of quality customer service to guest and potential guests.
- Demonstrated ability to undertake administrative/clerical tasks including preparation of documents, spreadsheets, cashier, invoicing, bookings and reception services.
- Good presentation skills and ability to communicate with others to achieve results.
- Attention to detail.
- Ability to work unsupervised and in a team.
- Availability & Flexibility to work all days of the week including weekends.

Remuneration

This position has been classified under the Hospitality Industry (General) Award at Level 3, and will be paid in accordance with the provisions of the award.

Further Details

To apply, please go to [Sign In / Register - Job Candidate Account](#) and create an account to submit your CV and cover letter (addressing the key responsibilities and selection criteria)

Enquiries in relation to the position can be made directly to Benoni Henderson on [\(07\) 5459 5600](tel:0754595600).

Applications will be responded to as received.

If you are a culturally & linguistically diverse, living with a disability, or returning to the workforce after a period of time off raising children, we recognise you are less likely to apply for this position, however we strongly consider those who can meet most of the above and have a great work ethic to formalise their application.

Uniting Church in Australia, Queensland Synod is committed to being a child safe, child friendly organisation and for all children who come into contact with our services we will provide welcoming, safe and nurturing services, prevent child abuse and neglect within our services and appropriately and immediately address child abuse and neglect if it does occur.

Refer to the Position Description below.



Position Description

E/1.5.3

Completed Position Description are to be supplied to [People and Culture](#) for endorsement before use.

Position title	Front Office (Grade 2)
Synod service area	Alexandra park Conference Centre
Location	13 Mari St, Alexandra Headland, QLD, 4572
Classification/salary	Hospitality Industry (General) Award – Level 3
Next review date	June 2025

The organisation:

The Uniting Church in Australia (the Church) is a large uniquely Australian Christian denomination in Australia with heritage from historical reformed evangelical denominations. In Queensland, the Uniting Church has around 250 congregations and has early childhood, schools, colleges and large community services (such as UnitingCare Queensland and Wesley Mission Queensland).

The Uniting Church is multicultural, committed to reconciliation with First Peoples, calls for reconciliation across its communities and aims to use its people and property resources wisely and in the furtherance of God's mission in the world.

Position purpose:

The purpose of this role is to provide support in the provision of quality customer service to guests of Alexandra Park Conference Centre (APCC).

Key responsibilities:

- Undertake front office duties including telephonist, receptionist, cashier, information services, and reservations.
- Work cross-departmentally when required, including in Guest Services, Kitchen Catering and Facilities Maintenance undertaking tasks typical to these areas, within your skillset, including tasks at a lower classification level.
- Model the values of the Uniting Church in Australia, Queensland Synod in day to day work including interactions with managers, lay staff, ministry agents, clients and stakeholders.
- Compliance with Queensland Synod policies, procedures and relevant legislation.
- Comply with Health and Safety directions and Public Health directions.
- Undertake other duties as and when directed within the scope of the role and the capabilities of the incumbent.
- Assist with creating, designing, and scheduling content to promote Alexandra Park Conference Centre, including sharing engaging posts on our social media platforms.
- Support with the creation of marketing and promotional materials to highlight the venue's offerings.



Position Description

Key performance indicators:

- Ensure accurate quotes are given and information is recorded to ensure service delivery meets our client's expectation.
- Respond promptly to enquiries and providing a high level of customer service.
- Competently undertake front office duties including bookings, guest liaison, telephone calls, receptionist, cashier, information services, and reservations.
- Comply with delegations of the Office of Synod where delegations have been permanently or temporarily assigned to the position.
- Maintain alignment with the Office of Synod purpose, culture and values (values referenced under additional requirements).

Reporting relationship and delegations:

- This position reports to the Assistant Manager, Alexandra Park Conference Centre

Selection criteria:

Qualifications:

- Qualification in business administration and/or hospitality (desirable)

Experience and skills:

- Previous experience in performing front office and administrative tasks, cashier, reception services and general duties in a hospitality environment.
- Demonstrated creativity and attention to detail, with hands-on experience in graphic design tools (e.g., Canva, Adobe Suite)
- Experience with crafting engaging posts on social media platforms.
- Basic understanding of promotional strategies and a willingness to learn and grow within the role.
- Demonstrated ability to work unsupervised and as part of a team and support others to complete tasks.
- Good presentation skills and ability to communicate with others to achieve results.
- Is personable with a commitment to building strong relationships with key stakeholders/customers across the Church and its agencies, boards and committees of the Synod
- Demonstrated attention to detail, timeliness, analytical and focussed on outcomes
- Demonstrated ability to clearly and respectfully communicate orally and in writing with others and manage competing views
- Demonstrated ability to act with impartiality and honesty
- Commitment to working within the purpose and values of the Uniting Church in Australia, Queensland Synod and adhering to the policies, organisational requirements and processes

Additional requirements:

- Suitability Card for Child Related Employment (Blue Card) – All adults who work with people under 18 years in QLD in regulated employment are required to undergo a "Working with Children Check" under the screening provisions of the Working with Children (Risk Management and Screening) Act. Presentation of a current Suitability Card must be made before appointment to the position can be confirmed.
- Hold a current First Aid, CPR (Desirable)
- Availability & Flexibility to work all days of the week including weekends
- The successful applicant must be eligible to legally work in Australia and proof of eligibility may be requested.



Position Description

- Behave in accordance with the values of the Office of the Synod.

Authorised by:

Signature

Position title

Name

Date

Document number		E/1.5.3			
Version	Approval date	Approved by	Effective date	Policy owner	Policy contact
1.1	25.08.2022	PC	25.08.2022	People and Culture	People and Culture Manager
Next scheduled review		15.08.2023			