



POSITION DESCRIPTION

Nitmiluk Tours Pty Ltd (NTPL) and Cicada Lodge are 100% owned by the Jawoyn People. Designed for the sophisticated traveller looking for an authentic indigenous and natural Australian “experience of a lifetime”, in the heart of northern Australia’s timeless north. A sanctuary of elegant comfort, the Lodge provides a level of excellence in accommodation, service and dining.

Position	Guest Services Attendant
Department	Operations
Reporting to	Guest Services Manager
Pay classification	Intro, Levels 1 – 2
Purpose of position	<p>This position is responsible for welcoming guests and providing consistent and high quality service standards.</p> <p>Create and facilitate bookings for Cicada Lodge clients and agents into the Roommaster system.</p> <p>Assist with Food and Beverage Service as per the demands of the business</p>
Knowledge, Competencies & Skills	<p>Essential</p> <ul style="list-style-type: none"> • High level of attention to detail • Exceptional customer service skills • Excellent interpersonal and communication • Demonstrated knowledge of workplace health and safety principles and legislation. <p>Desirable</p> <ul style="list-style-type: none"> • Proficiencies in Microsoft Office and Roommaster Property Management System
Education & Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Minimum 2 years’ experience working in a similar role • Responsible Service of Alcohol <p>Desirable</p> <ul style="list-style-type: none"> • Current First Aid Certificate • Certificates in personal development courses or training • Open Australian drives license – current
Other requirements	<ul style="list-style-type: none"> • Complete a Functional Capacity Evaluation if required
Relationships	To communicate effectively with all staff and Management, as well as our external guests, partners, suppliers and clients at all times be acutely aware of press and public relations.
Financial responsibilities	<ul style="list-style-type: none"> • Cash handling and cash management

Job description implemented:	January 2013
Last updated:	October 2018



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Specific Duties

Performance Measures	Roles & Responsibilities
Planning and organising	<ul style="list-style-type: none"> • Manage day to day operational requirements within the reservations and food and beverage area in a timely and efficient manner across a 7 day working week in conjunction with Cicada Lodge Management Team
Service and Product	<ul style="list-style-type: none"> • Possess full working knowledge of all facets of the Nitmiluk National Park and greater Katherine region touring options • Assist guests with all touring reservations • Assist guests with accommodation reservations, using the Roommaster system. • Ensure high standard of service delivery is maintained across all areas of operation • Administer the responsible service of alcohol at all times where required. • Act in a professional and courteous manner at all times.
Guest satisfaction	<ul style="list-style-type: none"> • Regularly monitor and check guest satisfaction • Assist in handling complaints in timely manner wherever possible.
Workplace Health and Safety	<ul style="list-style-type: none"> • Maintain highest professional sanitation, cleanliness and safety standards at all times. • Adhere to workplace, health and safety standards and legislation at all times • Report and take appropriate action to correct any health or safety hazard • Liaise with the Manager of Guest Services regarding maintenance and repairs of equipment and fire equipment.
Building effective relationships	<ul style="list-style-type: none"> • Demonstrate personal attentiveness and cultural sensitivity while maintaining an honest and friendly rapport with customers, colleagues and suppliers. • Understand and incorporate the values of the company into day to day work. • Demonstrate person attentiveness and cultural sensitivity in a non-judgemental manner when dealing with employees, customers, suppliers and their families.
Personal presentation	<ul style="list-style-type: none"> • Look presentable at all times whilst on duty
Financial	<ul style="list-style-type: none"> • Posting of all clients bills within the Property Management System • Reconciliation of client bills on a daily basis
Marketing	<ul style="list-style-type: none"> • Positively promote the various products and services the company has to offer.
Growing the business	<ul style="list-style-type: none"> • Present new ideas to improve the business performance to management. • Perform any other duties required as directed by the Manager of Guests Services or Manager Cicada Lodge.

This Position Description is an attachment to, and forms part of, the Employment Contract.

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