

Position Classification: Service and Support

Responsible for:

The Accommodation Receptionist is the first point of contact for guests and plays a crucial role in shaping their first impressions. This position is responsible for welcoming guests, managing check-ins and check-outs, handling enquiries, processing payments and ensuring a seamless high-quality hospitality experience throughout each guest's stay. The role is also required to support Administrative staff of the Rutherglen sites.

Leadership/Business influence: Minimal supervision, working independently/ proficiently as well as part of a team

Reports to: Accommodation Supervisor

Supervises: N/A

Internal contacts: Rutherglen Administration Team, Hospitality Managers & Supervisors, Marketing Coordinator, Grounds & Maintenance Manager, Hospitality team, Winemaking and Viticultural teams.

External contacts: N/A

Main Functions and Activities/Accountabilities

Guest Relations and Reception Operations

- Welcome, greet, and check in arriving guests, ensuring all registration details are complete and accurate
- Process guest check-outs efficiently, settling outstanding balances and gathering feedback
- Issue room keys and provide clear explanations of property facilities, operating hours, and local attractions
- Maintain a tidy, professional, and welcoming front desk and reception area
- Ensure premise is secure on departure

Reservation and Administrative Duties

- Manage telephone, email, and walk-in enquiries regarding room availability, rates, and amenities
- Process reservations, modifications, and cancellations accurately within the Reservation System

- Allocate rooms strategically to accommodate special requests, VIPs, and group bookings
- Review accounts and charges during guests stay to ensure accurate billing and processing of accounts
- Inform housekeeping when rooms have been vacated and are ready for cleaning
- Assist with administrative duties for the site including the vineyard and winery
- Assist with AR and AP tasks and perform daily reconciliation and purchase orders where required

Financial Duties

- Process cash, credit card, and EFTPOS transactions accurately
- Verify and complete accurate guest invoices which may also include corporate charge-backs, and travel agent vouchers
- Complete daily shift handovers and balance the cash drawer/takings at the end of each shift/day
- Support Administrative staff to ensure seamless coverage of administration in AR/AP for the Rutherglen sites.

Measures - Ensure all invoices and payments are completed accurately in a timely and proficient manner to ensure a trouble free experience for guests on check out. Ensure coverage and proficient support for the administration team including processing AR, AP and Purchase Order tasks accurately.

Communication and Problem Solving

- Respond to guest complaints or issues promptly, professionally, and with empathy, escalating complex matters to management when necessary
- Coordinate closely with the Housekeeping and Maintenance teams to ensure rooms are clean, ready, and fully functional
- Relay critical security, safety, or emergency information to guests and staff when required
- Facilitate clear and cohesive information flow among all on-site personnel to maintain operational alignment

Measures - Enquiries are handled promptly, efficiently, accurately and courteously. Calls screened and dealt with effectively and redirected to the appropriate person. Adequate contact details passed onto appropriate staff members. Administration duties/tasks completed to standard and in a timely manner.

Team Work, Trust & Cooperation

- Demonstrate personal respect to others and their work priorities
- Actively participate in team meetings, training and exercises
- Contribute to the goals and objectives of the Reception & Administration team
- Suggest improvements to systems and processes within the administration area
- Support fellow hospitality, wine growing/making and administration staff

Measures - Attendance and participation in team meetings. Process and systems improvement opportunities identified and communicated.

WH&S

- Comply with all WHS policies and procedures
- Wear Personal Protective Equipment as specified
- Report all accident, near misses and unsafe work practices/hazards to your supervisor
- Work in a manner which is conducive to WHS

Measures - Compliance with company policies and procedures, Incidents reported in accordance with company procedure.

Desirable Capabilities and Experience

- **Experience:** Previous experience in a hospitality, front desk, administration, finance (AR & AP), spreadsheets or customer-facing role is highly regarded
- **Systems:** Familiarity with a Property Management and Booking Systems (such as Preno, Seven Rooms), Excel/Spreadsheets, accounting software, POS system is a strong advantage
- **Communication:** Exceptional verbal and written communication skills with a warm, professional manner
- **Problem-Solving:** Ability to multitask, stay calm under pressure, and resolve guest issues efficiently
- **Availability:** Flexibility to work a rotating roster, including mornings, evenings, weekends, and public holidays

Position Scope - Accommodation & Administration Receptionist



Incumbent Name: _____

Signature: _____

Date: _____

Managers Name: _____

Signature: _____

Date: _____