

Assistant Manager, Senior Accounts/Reception Supervisor

Position 2

Nature and scope of position

As part of the management team, develop and maintain processes and procedures that benefit Kooljaman. Take part in planning, discussions, internal and external meetings as required.

Work as a pivotal member of the reception and reservations team to ensure that all visitors to Kooljaman have a positive experience from enquiry to checkout.

Maintain accounts receivable and payable, daily cash receipts, banking, inventory ordering and general processing to a professional standard.

Supervise and mentor the reservations and reception team to ensure effective operation of the front office.

Qualifications/experience

- Business/Accounts qualifications or significant experience with MYOB Premier
- Hospitality experience in a high pressure environment
- Experience co-ordinating staff and supervising teams with diverse abilities
- ResExpert/Digitalrez experience – or experience with a similar booking system.
- Excellent computer skills
- Minute taking skills and a general understanding of meeting processes and procedures
- Remote living experience
- Current clean driver's licence
- Senior First Aid

Key competencies

- Level headed, thorough and professional
- An ability to assist in project management and project development
- An ability to supervise and mentor staff with varying abilities for success
- An ability to work within a small management team in a collegial way
- Budget conscious
- Respectful of Aboriginal Culture and people
- An ability to be discreet, diplomatic, reliable and trustworthy.
- An ability to conform with appropriate management practices and behavioural guidelines
- Ability to work alongside partner in a high pressure environment

Responsibilities

- Through participation in and delegation of tasks; ensure clients/account holders/tour operators and travel agents are responded to in a timely and appropriate way
- Undertake the processing of accounts receivable and payable. Ensure deadlines are met.
- Use and train staff to use, Rez Expert.
- Maintain inventory and ensure retail areas reflect positively on the business of Kooljaman
- Liaise with kitchen staff around tour and guest requirements
- Ensure at all times health and safety regulations are adhered to. Adopt safe work practices that protect you, colleagues and visitors. Ensure that all statutory and legal obligations are met at work.
- Ensure all interactions with colleagues and visitors alike are within the Dignity at Work policy and that all policies and procedures in relation to Kooljaman are adhered to.
- Contribute to the monthly management report by maintaining communication, documentation and records.
- Take and prepare Board meeting minutes for distribution.
- Other duties as directed by board and management.