



Job title:	Front Office Holiday Park and Reception
Employment Type:	Casual (possible Part/ Full time opportunities for the right candidate)
Classification:	Front Office Grade 2
Award:	Registered & Licenced Clubs Award 2020
Reporting to:	Holiday Park & Club Reception Office Manager
Location:	Mulwala Water Ski Club – Melbourne Street Mulwala

Vision Statement:

The Murray Rivers best location for relaxation, accommodation and entertainment.

Mission Statement:

We will achieve our vision by providing our members and guests with a superior level of customer service across all facets of our business. We will provide this superior service in a clean, comfortable, safe and friendly environment. We will always strive to serve our members and guests in a cost effective and efficient manner so as to deliver great value for money.

We are committed to being the club of choice.

Duties & Responsibilities

As the first point of contact for members and guests at the Club and Ski Club Holiday Park, this position is responsible for providing a friendly, efficient welcome, assisting with navigation of the facilities, and ensuring a positive guest experience. This role involves managing bookings, coordinating administrative tasks, and ensuring compliance with relevant policies and standards.



156 Melbourne Street, Mulwala NSW 2647

Club (03) 5744 1888 - Golden Inn Restaurant (03) 5744 1515 - Waterside Pizza Pasta & Grill (03) 5744 1507
- Holiday Park (03) 5744 1050 - Pro Shop (03) 5744 2777

e: mulski@mulwalawaterski.com.au - www.mulwalawaterski.com.au

- Greet and welcome members and guests, ensuring compliance with the Registered Clubs Act, RSA, and RCG policies.
- Provide excellent customer service to Mulwala Water Ski Club and Ski Club Holiday Park members and guests.
- Assist with new membership applications and renewals.
- Manage courtesy bus bookings and communicate with drivers.
- Handle incoming calls, address inquiries, or redirect as necessary.
- Use RMS to manage accommodation bookings and generate daily reports.
- Coordinate with cleaners and maintenance teams as required.
- Ensure knowledge of and compliance with the self-exclusion scheme.
- Maintain a clean and organized reception area in line with the Club's mission statement.
- Operate point-of-sale systems, handle cash, and perform reconciliations.
- Adhere to Work Health and Safety policies.
- Conduct cabin checks.
- Ensure contractor sign ins.
- Maintain a guest-oriented, polite, and friendly attitude at all times.
- Uphold confidentiality as per the Confidentiality of Information Agreement.
- Follow all policies and procedures in accordance with the Club's standards and legal requirements.
- Adhere to the uniform policy and ensure proper timekeeping (scan on and off for shifts, including breaks).
- Be flexible and willing to take on additional duties within your ability, as required to support the operational needs of the club.

Prerequisites:

Essential:

- Excellent written and verbal communication skills.
- Ability to work independently and also as part of a team environment.
- Proficiency in Microsoft Office, including Excel.
- Experience with record keeping and database management.
- Availability to work weekdays and weekends.

Desirable:

- Understanding of Registered Clubs Act
- Understanding of the Clubs NSW Gaming Code of Practice
- Experience in the Hospitality industry.
- Experience in money handling (eg. cash, card and online transactions.)
- Experience with RMS or other accommodation booking systems.
- Prior customer service, hospitality or tourism experience,
- Demonstrated ability to problem solve and multi task effectively.
- NSW Responsible Service of Alcohol (RSA) Certification
- NSW Responsible Conduct of Gaming (RCG) Certification

Updated 02/05/2025

