



ACN 002 320 630 - ABN 73 002 320 630

Job title:	Holiday Park & Club Reception Office Manager
Classification	As per the Registered & Licenced Clubs Award 2020
Reporting to:	COO
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

- Ensure the efficient running of the Holiday Park and Club Reception while providing excellent customer service to members and guests, and supervision of all staff under your direct report.
- Supervise, support, train and work with all reception staff under your direct report to provide an exceptional Holiday Park booking experience.
- Prepare daily housekeeping reports from RMS for cleaners and maintenance teams.
- Monitor and approve all housekeeping invoices.
- Prepare Annual Site statements quarterly and annually as required.
- Manage Annual Site power meter readings quarterly, recording data in the RMS system, and manage the power accounts for all annual site holders.
- Review and issue Annual Site contracts with schedule (3) annually.
- Coordinate monthly rosters for Holiday Park and Reception staff and manage leave requests.
- Review Holiday Park rates comparative rates annually and adjust as required.

- To support the objectives of the Mulwala Water Ski Club, to supervise, coordinate and motivate staff in the promotion of the sport of water skiing as well as providing effective club services within all areas.
- Ensure Holiday Park and Reception budgets are met and provide relevant reporting to the Finance Manager.
- Manage the cost of goods sold and the Point-of-sale system in the Holiday Park and Reception.
- Have a working knowledge and understanding of the clubs Policies and Procedures.
- Ensure that members and guests comply with NSW legislative and club regulations including Work Health and Safety.
- Report and work with the Maintenance staff to schedule required maintenance to the Holiday Park grounds or accommodation.
- Coordination of the Holiday Park cleaners, checking to ensure that all work is performed at a high standard.
- Coordination of cleaner's linen orders.
- WHS committee representative for the Holiday Park.
- On call afterhours.
- Holiday Park representative on the Yarrawonga Mulwala Tourism and Business board

Prerequisites:

Essential:

- Minimum of three years' experience in either hospitality, tourism or accommodation industry.
- RMS booking system experience.
- NSW Responsible Service of Alcohol Certificate;
- NSW Responsible Conduct of Gaming Certificate;
- Demonstrated team leadership and motivational skills;
- Demonstrated ability to problem solve
- Ability to work independently and as part of a team.
- Strong Communication Skills.
- Friendly, approachable and customer service orientated nature.
- First Aid Certificate

Desirable:

- Diploma in Hospitality Management or equivalent an advantage.
- Certificate III in Business Management.
- Understanding of Registered Club Operations and Compliance requirements.
- Proficient in Microsoft office.