



JOB TITLE : RECEPTION / ADMINISTRATION

REPORTS TO: Charter Manager and Managing Director

Purpose of role

As a Receptionist, you will be the first point of contact for our company.

Our Receptionist's duties include offering administrative support across the organization. You will welcome guests and greet people who visit the business. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls.

To be successful as a Receptionist, you should have a pleasant personality, as this is also a customer service role. You should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking and stress management skills are essential for this position and experience in the Marine Industry is a valuable asset.

This role may require working in shifts, so flexibility is a plus.

Ultimately, a Receptionist's duties and responsibilities are to ensure the front desk welcomes guests positively, and executes all administrative tasks to the highest quality standards.

Main duties and responsibilities

Core objectives include:

- Provide a professional and friendly welcome to all visitors
- Processing and receipting of monies
- Assist with guest luggage and loading as required
- Liaise with guests to provide direction and advice
- Preparation of daily charter operations including check-in and check-out files
- Answering telephones & emails in a professional and timely manner
- Promote, sell & upselling of charters, accessories, provisioning and sail guide options etc
- Liaise with Providore and Operations staff for vessel catering
- Marine radio operation as required

The successful candidate will:

- Be self-motivated and friendly
- Be organised & have great attention to detail
- Have excellent communications skills
- The ability to work autonomously and with a team
- Have strong computer skills

Daily Tasks

Receive Visitor's

- greet visitors appropriately
- determine visitor needs in a professional manner
- maintain visitor register
- offer refreshments to visitors where appropriate
- direct visitors to correct person
- ensure back up when absent from reception desk

Answer Phone Calls

- answer and address incoming phone calls in a timely and polite manner
- clearly determine the purpose of the call
- deal with queries and provide correct information
- forward calls to appropriate person
- take and deliver messages accurately and completely

Answer Enquiries and prepare Quotes

- Check email enquiries, answer and allocate to appropriate person.
- Prepare Charter Quotes, using the booking system to check availability etc as per procedure
- Follow up with Charter Quotes and enquiries

Manage Mail

- sort and distribute incoming mail
- prepare outgoing mail for pick-up or courier
- organize courier deliveries

Monitor Security

- monitor people coming and going through the reception doors
- be aware of and report suspicious activity
- monitor and record petty cash payments

Financial

- balance petty cash
- basic cashiering duties
- basic bookkeeping duties

Clerical

- photocopy and collate documents
- file documents accurately
- maintain equipment and report any malfunctions
- monitor, control and order office supplies

Reception Area Maintenance

- keep reception area clean and neat
- maintain and organize reading material

Personal Presentation

- maintain a neat and well-groomed appearance
- maintain an attentive posture
- respond professionally to visitors and callers

Company Representation

- maintain confidentiality and show discretion
- adhere to company policies and procedures
- represent organization in an ethical and professional manner
- maintain a complete knowledge of organizational structure, personnel names and titles
- remain calm under pressure

Communication Skills

- write well using correct grammar and spelling
- communicate verbally with confidence and clarity
- ask effective questions
- listen actively and respond with empathy
- follow instructions properly
- understand and respond to non-verbal signals

Customer Service

- clarify customer needs
- provide solutions and support to the customer using in-depth knowledge of company products and services
- deal effectively with difficult customers

Computer Skills

- MS Word
- Outlook
- Excel
- Internet/Intranet
- accurate and fast typing skills

Work Management

- set priorities, plan and organize tasks
- schedule activities accurately
- find and use resources effectively
- pay attention to detail
- complete tasks on time

This job description outlines the scope and responsibilities of the position and is not intended to be a complete list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business. You will be expected to attend staff meetings and regular performance reviews and conduct regular performance reviews of your team. You will be expected to attend staff trainings.

Salary and Conditions will be discussed in the Interview

Contact: careers@yachtcharters.com.au