



**The Tops Conference Centre  
Guest Relations Officer**

Permanent Full-Time position available

Based at The Tops Conference Centre, Stanwell Tops

Salary Packaging Available

Recognised as an industry leader, The Tops Conference Centre has been operating for over 50 years. Within the beautiful natural surroundings of Stanwell Tops, we offer superior guest facilities and services, thrilling outdoor education and adventure activities, and a place to relax and reflect.

**The Position**

We are seeking Guest Relations staff to join our team on a full-time basis. This role will cover one weekend a fortnight and will be based out of our Reception building.

If you are organised, motivated, adaptable, have amazing people skills and want to work in a fast paced, supportive environment then we would love to hear from you.

You will be a key part of our Guest Relations team and responsible for providing a high level of service and information between guests and other operations staff, to ensure a positive experience that reflects the Christian values we uphold.

**Key Duties**

- Provide exceptional service as the central point of contact for guests
- Assist with site operations
- Effective communication with other departments and stakeholders to deliver positive experiences
- Troubleshoot problems that arise & find appropriate solutions
- Handling of guest complaints or concerns in an efficient and timely manner
- Assist with groups daily movements and needs. As well as detailed information regarding arrivals, schedules, allocations of guests and departures
- Reception and booking administration
- Appropriate upkeep, storage and stock rotation of guest and audio visual equipment
- Provide assistance with site facilities such as audio visual set up

**The Person**

- Guest service focused and a team player
- Demonstrates a high level of Customer Service
- Possess exceptional communication skills both written & oral
- Be able to trouble shoot, multitask and be detailed orientated in a busy environment
- Be proficient in the use of computers and technology
- Self motivating, positive and a friendly, can do attitude
- An understanding of the needs of groups undertaking temporary community
- Experience with customer service role, booking systems and hospitality industry
- Positive and friendly demeanour, that align with the ethos and values of Churches of Christ
- A certificate confirming COVID-19 vaccination status
- Have or are willing to get your working with children's check (WWCC)
- Have own transport with a minimum of a C class licence

The Tops offers a competitive wage and as an additional benefit a tax-free component is available under the Public Benevolent Institution status.

**To apply**, please click '**Apply**' and submit your cover letter and resume. Resumes and cover letters can be marked to the attention of the Guest Services Manager.

**Applications Close: Friday 7 October 2022** (close of business)

*Churches of Christ Community Care has a policy which, based on the responsibilities of your role and work location, may require you to be immunised against various infectious diseases, including influenza and coronavirus. During our interview process we will ask you to confirm that you are able to comply with this policy and may require the successful candidate to provide us appropriate evidence before we are able to make an offer of employment to you. We will handle this sensitive information in line with our Privacy Policy.*

Your application will include the following questions:

- Do you have a current Working With Children (WWC) Check?
- Do you have customer service experience?
- Which of the following statements best describes your right to work in Australia?
- Which of the following statements best describes your Covid-19 vaccination status?
- Which of the following Microsoft Office products are you experienced with?