



Bookings Administration & Guest Relations

Fresh Hope Communities

Stanwell Tops, Wollongong [Full time](#)

THE TOPS CONFERENCE CENTRE - STANWELL TOPS

- Permanent Full Time Role;
- Based at The Tops Conference Centre, Stanwell Tops;
- Key customer-facing role;
- Christian Based Organisation.

Recognised as an industry leader, The Tops Conference Centre 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 a Bookings Administrator to join our team on a full-time basis.

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.

Key Duties

- Follow up tentative bookings
- Contacting bookings 6 months prior to arrival to run through their booking details
- Invoicing
- Bookings and Sales administration
- Effective communication with other departments and stakeholders to deliver positive experiences
- Troubleshoot problems that arise & find appropriate solutions
- Site inspections

To be successful in your new role you will need to demonstrate:

- Demonstrated ability to communicate both orally and in writing with persons of various levels and positions in an organisational context, and external churches, partners and suppliers;
- Proficiency with Microsoft Office Suite (Word / Excel / Power Point / Outlook);
- High attention to detail and accuracy;
- Effective time management skills and ability to prioritise work;
- Ability to effectively liaise and demonstrate exceptional customer service with internal and external stakeholders.

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

APPLICATIONS

To apply, please click ["Apply "](#) and submit your application.

Applications close: Friday 11 November 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.