

**Job Title:** Customer Service Representative (Receptionists, Administration & Office Support)

**Reports To:** General Manager

**Job Purpose:**

To provide outstanding customer service across all administrative platforms. To greet guests for the hotel and restaurant and assist them throughout their experience at The Charles. Work closely with every team member in the business to ensure all tasks run smoothly and customers are extremely satisfied.

**Duties & Responsibilities:**

Duties & Responsibilities Include:

- Greeting guests in a friendly and welcoming demeanor.
- Maintain a high standard of presentation and service.
- Answering phone calls.
- Responding to emails.
- Checking guests in and out of the hotel.
- Assigning guests to the appropriate rooms.
- Processing payments and applying them to customer invoices.
- Completing the housekeeping sheets with leavers, stays and any notes necessary for the team to complete their duties.
- Assist other customer service representatives with their duties.
- Liaise with team members about any stock they require, and order required stock.
- Sort and distribute incoming mail.
- General administrative duties such as data entry & website management.

**Qualifications:**

No former qualifications are required for this position. Opportunities to study your Certificate III and Certificate IV in Business are available to assist in your duties. Experience with administration tasks is preferred but not required as training will be provided. You will need to have a willingness to learn and work well autonomously or in a team.

**Working Conditions:**

You are required to work regular evening shifts throughout the week and occasionally work on weekends. Hours range between 6:45am – 10pm and shifts are often flexible between co-workers. Public holiday work is also available.

**Apply:**

Send an email to [hello@the-charles.com](mailto:hello@the-charles.com) addressed to Jamie Pascoe, with your expression of interest in the position and a copy of your resume attached.