



Glenworth Valley Services Pty Ltd ABN: 42 658 080 810 T/A Glenworth Valley Wilderness Adventures

WILDERNESS ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS
69 Cooks Rd, Glenworth Valley NSW 2250 p: 02 4375 1222 e: adventures@glenworth.com.au www.glenworth.com.au

Thank you for enquiring about our Permanent Part time **Reception Adventure Consultant** role at Glenworth Valley Wilderness Adventures (GVWA), Australia's largest horse riding and wilderness adventure centre.

About the business

GVWA is a diverse, multi-award winning business specialising in adventure tourism activities such as horse riding, kayaking, quad biking, abseiling, laser skirmish and corporate team building activities. We also offer camping and horse agistment services as well as corporate and wedding functions and deluxe eco accommodation to our range of experiences available on our 3000 acre wilderness property. We have been in business for more than 50 years and employ a passionate team of 40 full time and approximately 80 part time and casual staff.

Why do people love working at Glenworth Valley?

Employment at Glenworth Valley makes for a great lifestyle and ideal work environment due to the magnificent natural scenery, the fun and enjoyable services we offer and the amazing, friendly team of people you will be working with. Glenworth Valley is located only 4 kilometres off the M1 Motorway via the Calga/Peats Ridge exit which is 15 minutes from Gosford. To familiarise yourself with the nature of our businesses, please visit www.glenworth.com.au

Who we are looking for

We are looking for an outstanding Permanent Part Time Reception Adventure Consultant to join our friendly team who enjoys providing high quality customer service in a happy, welcoming, and professional manner who is highly organised and has meticulous attention to detail and enjoys being customer facing. All applicants must be **non smoking** and will be assessed using the answers provided in the GV application form and against the list of key result areas in the position description.

This role has the option for either 3 or 4 permanent part time days per week available, based on the applicants preference.

Rates of pay

The successful applicant will be rewarded with a hourly rate of \$32.95 per hr Mon- Sat and \$49.423 on Sundays and \$82.38 on Public holidays plus superannuation.

Subject to the frequency and actual days of the week worked, this equates to an approximate annual salary of \$51,402 for the 3 days a week role and \$65,109.2 for the 4 day a week role + super.

Best of all you will be joining a high-quality, well-established business operating in a satisfying and rewarding role. All rates are before tax and annual pay increases will be based upon the successful achievement of all the requirements of the position description.

The typical hours of employment are from either 8.30am to 5.00pm or 9.00am to 5.30pm (to be agreed upon on commencement) with a 30 minute unpaid break for lunch. The successful applicant must be available to work on weekends.

What to do next

Please fill out the application form enclosed and return it and your resume ASAP via email to employment@glenworth.com.au. If your initial application is successful, we will contact you to arrange an interview. Once again, thank you for your enquiry.

Position Description

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| Title: | Reception Adventure Consultant |
| Reports to: | Administration Manager |
| Direct reports: | N/A |
| Hours: | The Permanent Part time hours of employment are either 8.30am – 5.00pm or 9.00am – 5.30pm 3 or 4 days a week (to be agreed upon on commencement based on applicants preference). |
| Breaks: | Lunch 30 minutes |
| Last Updated: | December 2023 |

GLENWORTH VALLEY WILDERNESS ADVENTURES

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| Our Mission | Deliver outstanding Adventure Experiences including Camping & Accommodation activities, Agistment services and Events that operate in accordance with the highest levels of customer satisfaction, safety standards and professional business practices. |
| Our Vision | Glenworth Valley Wilderness Adventures will be recognised as Australia's leading provider of outstanding Adventure Experiences, Camping & Accommodation, Agistment and Events. |
| Purpose of the role | Provide excellent quality customer service as the first point of contact for customer facing, phone and email enquiries in a manner which maximises the conversion of enquiries into bookings. Provide a high standard of general administration services. To service our reception desk with a welcoming and positive greeting and to manage the transactions and stock taking/ ordering for our Valley Shop. |
| Key Result Areas | <ul style="list-style-type: none">• Excellent Quality Customer Service and Sales• Customer Relations• Administration and Business Support• Booking System Support• Event Centre Reception• Stocktaking and ordering |
| Key Behaviours | <ul style="list-style-type: none">• Planning and Organisation – Effectively plans for and implements daily and weekly task lists, achieving them in a timely and coordinated manner.• Communication Skills – Takes the initiative to communicate accurate, up to date information to customers and work colleagues. Expresses thoughts clearly, both verbally and in writing.• Time Management – Manages a variety of priorities and responsibilities in a timely efficient manner.• Responsiveness – Recognises and responds to unanticipated events and requirements.• Initiative – Actively seeks opportunities to make a contribution rather than passively accepting situations.• Interpersonal skills – Establishes productive, cooperative relationships. |

Performance Outcomes

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| Customer Service & Sales | <ul style="list-style-type: none">• Promote, cross-sell and upsell Glenworth Valley Outdoor Adventure experiences for all customer facing, phone, Facebook and email enquiries in a high-quality manner that encourages customers to participate in our activities• Maximise the conversion of horse riding, quad biking, kayaking, abseiling, laser skirmish, camping, accommodation, lessons and school holiday camps enquiries into sales/bookings• Check-in customers and answer customer enquiries in an efficient and professional manner• Cross-sell or upsell wherever possible• Provide customers with accurate product information• Provide excellent quality customer service in a happy, helpful and professional manner |
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| Customer Relations | <ul style="list-style-type: none"> • Attend to all phone, email, Facebook, and customer enquiries through the check-in area in a prompt, courteous manner • Enter bookings into our online reservation system with a high degree of accuracy and efficiency • Attend to booking requests and queries from 3rd party booking agents • Log all incident reports and ensure they are followed up and finalised by others • Oversee lessons, including timetables, bookings and reconciliation of attendees and liaising with instructors and customers • Assist with booking a range of events and large group bookings such as gymkhanas, school holiday camps etc. |
| Administration and Business Support | <ul style="list-style-type: none"> • Attend to all correspondence in a prompt and courteous manner • Assist with data entry, photo program and customer survey programs • Reconcile and invoice verification for lesson instructors • Prepare camping documentation/information, allocate and direct campers where to set up their camping sites • Cabin cleaning rostering and cleaning supply ordering • Wherever possible, provide administrative support to the Senior Adventure Consultant/Admin and other managers and team members |
| Booking System Support | <ul style="list-style-type: none"> • Print customer manifest sheets for lesson instructors • Ensure all bookings have been paid for and pre-authorisations completed before customers arrive for their activities • Auditing cabin booking and associated requirements for accuracy and completeness |
| Valley Event Centre | <ul style="list-style-type: none"> • Responsible for the opening and closing of the Reception Check-in area, Shop and the entire building, by adhering to the opening and closing procedure • Responsible for selling, ordering and stocking food, beverages, camp supplies, alcohol and merchandise • Responsible for maintaining a daily float, reconciling the till and providing a daily banking report • Responsible for regular stock takes and stock entry for all items that in our stall and placing new stock orders. |

Position Qualities, Skills and General Requirements

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| Essential Qualities and Skills | <ul style="list-style-type: none"> • Capable of providing high-quality customer service • Excellent written and verbal communication skills • Exceptional attention to detail • Competent with PCs, particularly Word and Excel • Experience with general office administration duties and procedures • Methodical and highly organised and able to prioritise and work at a hectic pace during busy times • Problem-solving ability and initiative • Someone who is happy, enthusiastic and enjoys working with a friendly team of people in a fun environment and who can also work autonomously • RSA certificate |
| Desirable qualities and skills | <ul style="list-style-type: none"> • Experience using online reservation/booking systems • Knowledge or interest in horse riding, kayaking, abseiling and quad biking activities • Knowledge or experience in the tourism, recreation or hospitality industries |
| General Requirements | <ul style="list-style-type: none"> • Must be available to work full time during school holidays • Own transport • Work as directed • Glenworth Valley is a non-smoking work environment |