



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 **Casual Reception Adventure Consultant** role at Glenworth Valley Wilderness Adventures (GVWA), Australia's largest horse riding and wilderness adventure centre.

About Glenworth Valley

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 a family run business for more than 50 years and employ a passionate team of 40 full time and approximately 80-100 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 Casual 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.

Purpose of the Role

Provide excellent 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.

Execute a high standard of administration and customer service skills, to effectively and accurately manage the high volume of customer enquiries and bookings that we receive. Service our reception desk with a welcoming and positive greeting and to assist in the transactions and stock taking for our Valley Shop.

Rates of pay

The successful applicant will be rewarded with a hourly rate of \$31.23 per hr Mon- Sat \$43.72 per hr on Sundays and \$68.70 on Public holidays plus superannuation (inclusive of casual loadings). All rates are before tax and plus super. Applicable allowances and entitlement; first aid, laundry, uniform, and breaks will be paid in addition to your base rate.

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.

Hours of employment

The typical hours of employment are generally from for an 8.5hr period from between 8am-6pm (as per roster) with a 30 minute paid break for lunch. Weekend availability is essential.

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

Title: Casual Reception Adventure Consultant

Reports to: Administration Manager

Direct reports: N/A

Hours: As per roster

Grade: Grade 2

Breaks:

Shift Duration	Break Schedule	Paid or Unpaid
Less than 5-hours	NIL	Any breaks taken will be unpaid
5 to 10-hour shift	30-minute Lunch Rest Break	20-minutes paid + 10-minutes unpaid
10+ hour shift	20-minute Rest Break	Paid
	30-minute Lunch Rest Break	20-minutes paid + 10-minutes unpaid

Last Updated: June 2024

GLENWORTH VALLEY WILDERNESS ADVENTURES

Our Mission To provide exceptional experiences sustainably by connecting people through our spectacular wilderness

Our Vision To be Australia's leading provider of outstanding wilderness experiences.

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Key Result Areas

- Excellent Customer Service and Sales
- Administration and Business Support
- Booking Systems and Support
- Valley Event Centre Reception
- Work health and safety

Key Behaviours

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

Excellent Customer Service & Sales

- Promote, cross-sell and upsell Glenworth Valley Wilderness Adventure experiences for all customer facing, phone, chatbot and email enquiries in a high-quality manner that encourages customers to participate in our activities
- Maximise the conversion of enquiries into sales/bookings
- Go above and beyond to provide customers with the most accurate and informative information.
- Consistently provide excellent quality customer service in a happy, helpful, and professional manner
- Attend to all phone, email, chatbot, and in person customer enquiries in a prompt, professional and courteous manner
- Use customer service and conflict resolution techniques to respond to customer complaints and feedback, where necessary escalating or seeking advice from the appropriate department manager.

Administration and Business Support

- Attend to all correspondence in a prompt and courteous manner
- Assist with data entry, photo program and customer survey programs
- Log all incident reports and ensure they are followed up and finalised by others
- Prepare camping documentation/information and allocations in accordance with procedures.
- Wherever possible, provide administrative support to the Full time Adventure Consultants, Senior Adventure Consultant and other managers and team members.
- Assist customers with use of wherewolf and fotaflo and troubleshooting any issues that may arise.
- Where necessary seek assistance from your surrounding team to manage demand in peak periods.
- Actively communicate any customer feedback or improvements to the appropriate department, raising it with higher management in major situations or where a matter remains unresolved

Booking System Support

- Enter bookings into our online reservation system with a high degree of accuracy and efficiency in accordance with procedures.
- Ensure all necessary bookings have pre-authorisations completed before commencement of their activity. Use discretion to apply additional pre- authorisations where necessary.
- Attend to booking requests and queries from 3rd party booking agents
- Assist with booking a range of events and large group bookings such as gymkhanas, school holiday camps, agisters, team and family Christmas party etc.
- Where necessary print activity customer manifest sheets.

Valley Event Centre Reception

- 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.
- Check-in customers and answer customer enquiries in an efficient and professional manner
- Check in and direct campers where to set up their camping sites, including important risk warnings, using discretion to provide the most important information and adjusting allocations based on capacities and demographic of the groups.
- Responsible for selling and stocking food, beverages, camp supplies, alcohol, and merchandise
- Responsible for maintaining a daily float, reconciling the till and providing a daily banking report.
- Take pride in your area consciously ensuring the cleanliness and maintenance of the Event centre facilities and its surrounds at all times
- Proactively manage the flow and traffic around the Event centre, directing groups to alternative picnic locations where necessary

Work Health and Safety

- Immediately report any and all health and safety related issues which have been communicated to you to management.
- Provide basic first aid to guests in need following all first aid procedures.
- Reflect, in attitude and performance, the standards Glenworth Valley Wilderness Adventures requires thereby acting as a role model for other team members
- Perform all work with a high attention to detail and an absolute focus on appropriate safety standards and practices
- Accurately document all incidents and near misses in a timely manner according to company policies and procedures
- Exercise sound judgement and proactive safety focus in the carrying out of tasks and responsibilities in accordance with the WH&S requirements of the role.

Position Qualities, Skills and General Requirements

Essential Qualities and Skills

- Capable of providing high-quality customer service
- Is responsible for the quality of their own work subject to routine supervision.
- Exercises good customer service skills
- Applies good interpersonal and communication skills
- Has good working knowledge of health and safety- including OH&S issues in accordance with SOP's
- Performs tasks under general supervision exercising limited discretion within defined procedures
- 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
- Someone who is happy, enthusiastic and enjoys working with a friendly team of people in a fun environment and who can also work autonomously
- Has first aid certificate and capable of providing first aid in emergency situations in accordance with incident and emergency response procedures
- RSA certificate
- Current Working with children check or willing to obtain one at own cost.

Desirable qualities and skills

- Experience using online reservation/booking systems
- Knowledge or interest in Glenworth Valley Wilderness Adventure's
- Knowledge or experience in the tourism, recreation, or hospitality industries

General Requirements

- Own transport
- Work as directed
- Glenworth Valley is a non-smoking work environment