



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

WILDERNESS ADVENTURE EXPERIENCES | CAMPING & ACCOMMODATION | AGISTMENT | EVENTS

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Thank you for enquiring about our Permanent **Reception Adventure Consultant** role at Glenworth Valley Wilderness Adventures (GVWA), Australia's largest horse riding and wilderness adventure centre. We are currently offering this role as either:

- A Permanent full-time, 40 hours per week position to be worked across 5 days.
- A Permanent part time, 32 hour per week position, to be worked across 4 days.

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 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 4 or 5 permanent days per week available, based on the applicants preference.

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. Execute a high standard of administration skills, business support functions and team member supervision related 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 manage the transactions and stock taking/ ordering for our Valley Shop.

Rates of pay

The successful applicant will be rewarded with an 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, based on working every second weekend, this equates to an approximate annual salary of:

- \$80,280 inc super (\$72,000 exc super) for the 5 day a week role
- \$65,227.50 inc Super (\$58,500 ex super) for the 4 day a week role

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 from either 8.30am to 5.00pm or 9.00am to 5.30pm a 30 minute unpaid break for lunch. The successful applicant must be available to work atleast every second weekend with exact roster being arranged upon commencement to suit the applicant.

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:	Reception Adventure Consultant
Reports to:	Administration Manager
Direct reports:	N/A
Hours:	The Permanent hours of employment are either 8.30am – 5.00pm or 9.00am – 5.30pm 4 or 5 days a week (to be agreed upon on commencement based on applicants preference).
Grade:	Grade 3
Breaks:	Lunch 30 minutes
Last Updated:	October 2024

GLENWORTH VALLEY WILDERNESS ADVENTURES

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. Execute a high standard of administration skills, business support functions and team member supervision related 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 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• Administration and Business Support• Booking Systems and Support• Event Centre Reception Work health and safety
Key Behaviours	<p>Planning and Organisation – Effectively plans for and implements daily and weekly task lists, achieving them in a timely and coordinated manner.</p> <p>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.</p> <p>Time Management – Manages a variety of priorities and responsibilities in a timely efficient manner.</p> <p>Responsiveness – Recognises and responds to unanticipated events and requirements.</p> <p>Initiative – Actively seeks opportunities to make a contribution rather than passively accepting situations.</p> <p>Interpersonal skills – Establishes productive, cooperative relationships.</p>

Performance Outcomes

Customer Service & Sales

- 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
- 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, Facebook, 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
- Where necessary, assist with coordinating cabin cleaning rostering and cleaning supply ordering
- Wherever possible, provide administrative support to the Senior Adventure Consultant/Admin and other managers and team members
- Assist customers with use of ware wolf and photo flow 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
- Provide support, mentoring, training and supervision of the work performed by new or casual team members.
- Team coordination to ensure the most efficient and effective operations.
- When necessary, assist in the backfill of other Admin team members roles.

Booking System Support

- Enter bookings into our online reservation system with a high degree of accuracy and efficiency
- Ensure all bookings have been paid for and pre-authorisations completed before customers arrive for their activities
- 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.
- When necessary, assist with lessons and camps, including timetables, bookings and reconciliation of attendee's certificates and liaising with instructors and customers
- Where necessary print customer manifest sheets for lesson and camp instructors
- 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.

Event Centre Reception

- Responsible for selling, ordering, stock taking and stocking food, beverages, camp supplies, alcohol and merchandise
- Responsible for maintaining a daily float, reconciling the till and providing a daily banking report
- Assist with regular stock takes and stock entry for all items that in our stall and placing new stock orders.
- Assist to ensure the high quality curation of the most suitable items and stock for our shop, ensuring the best possible profit optimisation outcomes
- Take pride in your area consciously ensuring the cleanliness of the Event centre 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 outstanding quality customer service
- Excellent written and verbal communication skills
- Exceptional attention to detail
- Competent in customer resolution and complaint handling training and response
- 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
- Working With Children Check

Desirable qualities and skills

- Capable of following complex instructions and procedures
- Performs work subject to only final checking under limited supervision
- Has the ability to co-ordinate work within a small team environment, including the coordination of service in accordance with event orders and run sheets
- Can perform a greater variety of tasks competently in accordance with established procedures within their work classification.
- Holds current first aid certificate and capable of coordinating first aid and major incident responses in emergency situations in accordance with incident response procedures.
- 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

- Must be available to work full time during school holidays
- Own transport
- Work as directed
- Glenworth Valley is a non-smoking work environment