**ACCOMMODATION SUPERVISOR**

**1 x Permanent Full Time Position (Must be available to work Monday – Friday from 8.00am – 4.15pm).**

Applications close 18 July 2021

Reporting to the Executive Manager of Corporate Services the Accommodation Supervisor is responsible for all activities carried out in association with the 2 x Guest House Facilities & 2 x Contractors Camp Facilities owned and operated by Council. The Accommodation Supervisor is responsible for the staffing, cleaning, asset maintenance of the accommodation buildings as well as the bookings, meeting and greeting of guests and maintaining guest registers, The Supervisor is also responsible for contributing to a safe workplace by participating and contributing to a safe work environment.

Additional key responsibilities include, but not limited to:

1. Accommodate guest house patrons by confirming bookings, registering and assigning guests to Guest Houses, issuing keys, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting invoices, and developing feedback forms for departing guests.
2. Maintain a booking register spreadsheet for all guests and update internal booking forms.
3. Maintain guest register and sign in guests appropriately
4. Correctly record & report internal accommodation bookings
5. Develop an internal booking sheet for staff to request internal accommodation as required.
6. Deal with all guests in a courteous, friendly and respectful manner and accommodate guests by meeting and greeting guests upon arrival at the airport or other location as required.
7. Provide monthly reports to the Exec Manager of Corporate Services including occupancy rates for the month and staff activities/attendance.
8. Work with the Executive Manager of Corporate Services to develop a ‘cost’ per night based on outgoings and to support PASC financial sustainability goals
9. Provide a maintenance list on a monthly basis to the Executive Manager of Corporate Services.
10. Review and provide feedback to the Executive Manager of Corporate Services on the Accommodation sections of Council’s website.
11. Maintain minor equipment supplies register by developing a linen register and developing a stores list for frequently ordered items.
12. Develop and maintain a room inventory list
13. Ensure and report any maintenance required is communicated to Operations and follow up Operations for repairs.
14. Develop a spreadsheet to record serial numbers for TV’s, DVD’s washing machines.
15. Report any external maintenance requirements – steps, gardens, lighting, signs.
16. Develop and provide a maintenance request sheet in each room
17. Check common areas daily and weekly – BBQ, kitchen areas, washing machines
18. Check other guest provisions as required.
19. Develop a weekly, monthly and annual cleaning list.
20. Check artwork and signage and report any incidents
21. Participate in Guest House extension tender
22. Supervise Guest House team members and provide direction and guidance on daily/weekly/monthly/annual duties.
23. The Accommodation Supervisor must also ensure that equipment and tools are clean, maintained in good working order
24. Update and maintain knowledge by participating in further training and development as directed by Executive Manager of Corporate Services.
25. The Accommodation Supervisor is responsible for modelling, practising and actively supporting Workplace Health and Safety policies and standards.

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| **Qualifications**  In order to be able to do this role you must hold:   1. Supervisor qualification (or willing to undertake) 2. Cert 4 in Business Admin or Hospitality Services (or willing to undertake) 3. Driver’s Licence 4. National Criminal History Clearance 5. Blue Card | **Selection Criteria**  To be successful in this role you must:   1. Be competent in Word, Excel and Outlook 2. Demonstrate an understanding of Workplace Health and Safety 3. Provide a satisfactory police check 4. Be able to take direction 5. Be able to supervise and mentor staff 6. Be able to assist in the management of Council’s Accommodation assets |

**To apply for a position:**

1. **Contact Human Resources for a copy of the Position Description and;**
2. **Submit your cover letter, selection criteria response & resume to HR on email: hr@pormpuraaw.qld.gov.au**