

## Job Description - Receptionist

This position is to join the head office of Abercrombie & Kent Australia, an international company widely regarded as the leading luxury travel company in the world. Abercrombie & Kent was founded in 1962 and has grown into an international travel group with over 50 offices in 29 countries.

**Job Title:** Receptionist  
**Department:** Administration  
**Location:** Melbourne  
**Reports To:** Head of People & Culture  
**Status:** Permanent Full Time  
**Direct Reports:** Nil  
**Last Updated:** July 2021

**Main Objective:** To be the face of A&K looking after all aspects of reception and general office management in a professional, polished and friendly manner.

### Primary Responsibilities

- Management of reception desk including rostering staff coverage
- Operate switchboard directing all incoming calls as required.
- Greet and assist visitors to the premises – clients, couriers, suppliers and tradesmen
- Look after all aspects of reception, including keeping meeting rooms tidy at all times
- Distribute and action enquiries
- Coordinate catering for staff meetings as required
- Processing of incoming and outgoing mail.
- Calendar management for on site meeting rooms
- Organise local/interstate/overseas couriers and package goods
- Maintain stock levels of office suppliers and accounts for re-ordering including; kitchen, bathroom and general stationary.
- Maintain reception manual outlining all tasks and procedures
- Training of staff to cover Reception duties
- Manage office security and access - maintain stock levels of swipes and keys, alarm codes and operation of security intercom

### Office Management

- Proactively coordinate the maintenance and repairs of all office spaces (replacing lights, repairs of office furniture, operation and maintenance of air conditioning units).
- Coordinate and oversee 3<sup>rd</sup> party contractors (cleaners, tradesmen, couriers, handy men etc) and follow up on any discrepancies.
- Supervise cleaning, set up and ongoing maintenance of kitchen areas including stocking of kitchen supplies and replacing of crockery and cutlery and maintenance of appliances (fridge, coffee maker, dishwasher etc)
- Coordinate purchase of office furniture as required (workstation chairs, mobile pedestals etc).
- Escalate any OHS issues to HR as appropriate

### Other Responsibilities

- Adhoc tasks as directed by Executive and Management teams.

**Selection Criteria**

**Knowledge & Experience:**

- Previous experience in an administration or receptionist role
- Extensive experience in a customer service role
- Experience working in the travel industry would be considered an advantage

**Computer Skills Required**

- Proficient with Microsoft Office (Word, Excel, Power Point & Outlook)
- Prior experience using a reception telephony system (MITEL preferred)

**Skills & Aptitude:**

- Committed to the highest level of customer service for internal and external stakeholders
- Accurate and thorough with meticulous attention to detail
- Ability to work under pressure
- Excellent time management skills and ability to meet deadlines
- Excellent communication skills both written and verbal
- Team player with an enthusiastic approach to the job and ability to work cohesively in a diverse team.
- Proactive with a willingness to take on challenges.
- An understanding of and a commitment to A&K's Corporate environment and Values

**A&K's Corporate Environment and Values:**

A&K provides an inspiring environment with competitive benefits, staff development opportunities and remuneration and the chance to excel through innovation, collaboration and exemplary customer service.

Our corporate values encompass;

**Pioneering** - We are committed to being innovators, pushing boundaries and being the creators of the most inspirational travel experiences to the most remote, exclusive and exotic destinations in the world serving both existing and emerging markets.

**Courageous** - Courage is about standing up for what we believe in as well as trying new things and being creative, whilst taking responsibility for our own actions. We uphold corporate values, our brand and our commitment to philanthropy without compromising the luxurious experience our guests demand.

**Trustworthy** - Guests and colleagues can depend on us to deliver to high standards of professionalism and quality. We can be relied upon to be honest, truthful, transparent and open with all of our guests, colleagues and suppliers ensuring guests' safety and security giving them comfort and peace of mind.

**Integrity** - Integrity is about taking pride in what we do, what we stand for and basing our actions, every day, everywhere in the world, in ensuring our values become a reality for our guests, internally and externally.

**Stylish** - Superb service delivered with panache enabling our guests to have "the perfect experience", "Insider Access" and memories of a lifetime.

**Welcoming** - Warm and hospitable, putting our guests at ease. Energy and passion to put our best foot forward and exceed guests' expectations.