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Guest Services Manager

A position is now available for an experienced full-time Guest Services Manager for Winter Season 2018 at Elk at Falls.

Elk at Falls is a luxury 60 bed accommodation provider, across 14 self contained apartments and suites, located in the heart of the Falls Creek Village.

We require a flexible, hard working, and experienced individual to run our beautiful new accommodation facility and to ensure an exceptional experience for our guests. The position starts from 1st June 2018 until season close, approximately 7th October 2018.

Your role;

- Day to day accommodation operations
- Attend to guest enquiries, requests and complaints
- Check in / check out management
- Laundry management
- Management of housekeeping staff
- Daily cleaning and cleaning quality control
- Stock control of supplies/linen
- Liaison with booking officer
- Liaison with restaurant tenant
- Social media management
- Repairs and maintenance management
- Management of policies and procedures documentation

Your essential skills;

- Exceptional customer service skills
- Extensive hospitality industry experience in facility management position
- Excellent communication skills
- Outstanding presentation skills
- Ability to work in a team and under pressure
- High attention to detail and organisational skills
- High level of health and fitness in order to perform the role

What's in it for you?

- Competitive seasonal package
- Accommodation options
- Season lift pass
- A great place to work

Please apply to leanne.oconnor@elkatfalls.com.au with CV, 2 recent references, passport photo and evidence of working rights.

Applications close 31st March 2018.

Only shortlisted applicants will be contacted for interview.