



Position Description

Position Title: Receptionist
Location: Darwin, Northern Territory
Reports to: Duty Manager

This position is responsible for: The position of Receptionist provides general administration and clerical support to the Duty Managers and the functionality of the Silks Darwin Venue.

Specific Responsibilities

- Answer phones and provide a high level of customer service.
- Respond to customer email enquiries promptly.
- Taking bookings & assisting the Marketing department with ticket sales as required.
- Assist the Administrative and Membership officer with the maintenance of the Membership database.
- Provide administrative support including filing, archiving, emailing, photocopying ect.
- Sending, collecting & distributing mail internally and externally.
- Ensure all patrons entering the premises are members of the club and their respective guests have signed in accordingly.
- Ensure that all patrons are dressed appropriately in accordance with the clubs dress standards policy.
- Promptly process payments for any guests who wish to become members.
- Additional duties as required.

Essential Qualifications & Experience

- Computer literate
- Knowledge in using different databases
- Experience in the Hospitality or Tourism industry

KPI

- Accurate and timely processing of membership applications
- Ensure to be on time for each shift, punctual and uphold a high level of professionalism
- Provide exemplary customer service that is consistent
- Ensure that all customer email queries are responded to within 48 hours
- Ensure that your handover notes and briefings are comprehensive and thorough for the next Receptionist on shift