

POSITION DESCRIPTION



POSITION TITLE	Accommodation Worker
REPORTING TO	Team Leader, Medical Accommodation
DEPARTMENT	Service Delivery
CLASSIFICATION	SCHADS Level 2

THE ROLE

To provide non-medical, accommodation assistance to guests accessing hospital treatment from rural and remote areas.

KEY RESPONSIBILITIES

Duties

- Check guests in and out of their accommodation and complete invoicing of guest charges
- Accept and process payments for services and reconcile takings at the end of a given service period and maintain cash float
- Check and take delivery of cleaning stock and other supplies
- Appropriately store, rotate, and maintain the quality of stock items
- Participate in the operation of the site kiosk and undertake general stock handling procedures
- Follow and implement food safety procedures when preparing food for guests
- Use a computerised system to manage reservations, operations, and sales administration functions
- Receive and process reservations in accordance with organisation policies and procedures
- Compile and provide accurate and relevant reservation statistics on request
- Assist with housekeeping duties as required
- Comply with infection control policies and procedures in accordance with current infection control guidelines
- Assist with the organisation of in-house events and functions as required
- Other tasks as assigned

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Ability to communicate with guests and colleagues in a polite, professional, and friendly manner at all times
- Demonstrated experience prioritising workloads and undertaking organisation of work activities
- Ability to work within a socially diverse environment and show respect for cultural diversity and social differences
- Hold or be able to attain First Aid certificate and Food Safety Certificate
- Hold and maintain NT Drivers Licence and Criminal History Check
- Availability to work shift work including nights, weekends, and public holidays.
- Valid state-based working with children or working with vulnerable people check

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