

JOB DESCRIPTION

JOB TITLE	Office Manager
JOB TYPE	Full Time Salary position
LOCATION	The Marina Hotel & Apartments
SUPERVISOR/MANGER	Hotel Manager

JOB SUMMARY

The Office Manager is responsible for the management and coordination of reception, office administration and accommodation. This is a central leadership position within the hotel that ensures the office and accommodation run smoothly on a daily basis and maintains a high standard of service.

DUTIES & RESPONSIBILITIES

- Manage and perform Hotel reception duties including customer service, guest liaison, phone and mail correspondence, restaurant and accommodation bookings, reception cleanliness and functionality.
- Ensure guests receive the highest level of customer service.
- Manage and perform cash handling, daily, weekly or monthly report generation, daily cash balancing and banking.
- Manage reception and office administration by ensuring operations and procedures are followed, correspondences are controlled, efficient filing systems are implemented, stationary and supplies requisition is current and cost effective.
- Accept, respond and handle guest feedback, complaints and reviews in a calm and considerate manner.
- Monitor and analyse database use and correct errors as identified.
- Conduct monthly audits on commission statements and debtor's ledger and action discrepancies.
- Manage accommodation channels including rates, hotel images, hotel information and promotions.
- Manage accommodation tariffs and dynamic pricing to ensure occupancy and profitability.
- Manage accommodation tenders, contracts and relationships.
- Ensure the quality and standards of the accommodation product and service are maintained.
- Ensure that the hotel website and social media accounts are updated and current.
- Supervise, train and mentor staff in reception, office and accommodation duties as required.
- Develop and implement office policies and documentation and maintain currency.
- Participate actively in the planning and execution of company events.
- Proactively participate in continuous quality improvement.
- Create and maintain a pleasant work environment and ensure workplace safety.
- Assist function enquiries and organisation.

EXPERIENCE & SKILLS

- Proven office management or administrative experience
- Knowledge of office management responsibilities, systems and procedures
- Excellent time management skills and ability to multi-task and prioritise work
- Experience in accommodation and the use of RMS is essential
- Experience in leadership and supervising staff
- Excellent written and verbal communication skills
- Strong organisational and planning skills
- High level computer literacy and knowledge of office software packages, especially MS Office Suite
- Problem solving and conflict resolution skills
- Ability to work under pressure
- Attention to detail
- Reliability and discretion
- Personable, well presented and well spoken
- Ability to work effectively within a dynamic team