

Job Description

Position	Receptionist
Department	Hotel Give
Based at	Hotel Give, Hereford Street
Reports to	Hotel Service Manager – Front Office
Works with - internal	Hotel Management team Reception team and night managers Housekeeping team Y staff from Recreation, Y Fitness, Education, Wainui Park Maintenance team Other Y staff
Works with - external	Guests, members, programme participants and facility users Long-term residents, including students and young people Contractors and suppliers Accommodation agencies/brokers and tour operators Groups
Hours	Hotel Give is a 365/24/7 business; receptionists must be prepared to work shifts, including evenings, weekends and public holidays as required by the roster.
Objective	Making a difference by <i>Investing in the Next Generation</i>
Job Purpose	To provide exceptional, friendly, efficient, inclusive service to all external and internal customers of Hotel Give and the Y, in a manner which reflects the Y core values of Honesty, Respect, Responsibility and Caring.

The Y | HOTEL GIVE – Reception

Hotel Give is owned and operated by the Y located in central Christchurch, which is open to a wide range of guests, including family, community and school groups. In addition, it offers long-term accommodation to tertiary students and to other young people. Conference and function facilities are also provided.

City Y reception caters not only to the hotel arm of the organisation but also to a variety of others such as Y Fitness and holiday programmes.

Hotel Give a social enterprise expected to generate income to support other Y programmes and services.

Key Tasks

- > Provide leadership of the Outdoor team by running meetings, and giving direction as required by the Chief Instructor
 - > Supportive of staff operational development during work and outside of work
 - > Fortnightly goal setting & catch up with instructors
 - > The organisation of regular team events and meet-ups
 - > Complete staff observations and signoffs as directed by the Chief Instructor
 - > Lead and/or assist with training as needed in consultation with the Chief Instructor
 - > Complete gear checks and inspections regularly – both formal and informal
 - > Maintain the gear shed/wind tunnel to a high standard of tidiness including attending to repairs where relevant/required
 - > Ensure all gear logs are up to date and accurate
 - > Assign and/or work with programme staff to carry out programme equipment maintenance and guide them where necessary
 - > Co-lead with other TL. A Leadership role with portfolios – check all portfolios are complete to a high standard and reported to the Chief Instructor
 - > Linking groups and assist programme staff with link talks, observe and provide feedback where you can
 - > Check-in with instructors in regards to linking to ensure they understand their duties
 - > Check-in daily with linkers to make sure they have checked in with the school, taken away rubbish etc
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Personal Attributes

- > Warm welcoming, friendly personality
 - > Witty and engaging
 - > Positive attitude
 - > Calm in the face of chaos
 - > Quick thinker
 - > Sense of humour
 - > Team player
 - > Compassionate and open minded
 - > Using good judgment within the Y core values
 - > Well presented – wearing assigned uniform and a name badge
 - > Pro-active
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Key Competencies

- Excellent communication skills
 - Attention to detail
 - Problem solver
 - Good numeracy and literacy skills
 - Understanding of the YMCA programmes and services
 - Professionalism
 - Computer literate – ability to work with different databases and booking systems
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Other

- Clean police record required
 - Availability to work specific evening and weekend shifts as negotiated
 - First Aid certificate
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Y Statement on Child Protection

Y Christchurch is committed to providing a Child Safe environment for all children who come into contact with the Y.

Job Pathways

Sideways: Reception roles in other Y departments
Outwards: Co-ordination roles (Youth Development), Administration roles in other areas
Upwards: Head Receptionist/Team Leader roles

Y Statement on Career Development

- > The Y Christchurch tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to.
- > This could be within the department they work or more broadly to other Y departments or other Ys around New Zealand/the world.
- > Performance reviews which include planning personal development occur at least once a year, but should be an ongoing conversation between staff and their direct report.

- > We are in the early days of an evolving on-the-job training qualifications pathway which all staff are welcome to engage with, with the foundation aspects of customer service and health & safety being compulsory for all employees.
- > A leadership development programme for those in leadership roles or with leadership potential is available via application to the CEO, upon invitation.

Employee Signature

Date