

Luther Heights Booking and Office Manager Position Description 2021

The Big Picture

Booking and Office Manager is responsible for ensuring a professional and class leading booking and camping experience.

You will be continuously improving our operations through advances to processes that focus on our customers and their needs.

The Detail

The Luther Heights sleeps 338 people across nine separate accommodation blocks, is open 345 days per year and welcomes over 15,000 different people each year. The Booking Managing ensures that each booking is accurately managed, from start to finish including quoting, negotiating dates and timing, placing the booking, answering all sales questions, gathering and disseminating information to the team, all the way through to invoicing and rebooking the group. This role requires high attention to detail and excellent communication skills.

Leading the administration of the camp as a whole by managing the office, which includes ordering and managing stationary, assisting the wider team, managing the phones, internet and computer issues and generally knowing the day-to-day happenings on site.

Continuously improving our operations through improvements to processes that focus on our customers and their needs.

This role is a mixture of administration, customer service and sales.

Your day will involve

You'll be switching from working in the present (what time is group arriving today?),

to next year (do we have space for booking in July 2021),

to next week (Can the group coming on Monday bring a support dog?).

This switching will happen quickly and often, so we require someone with a quick brain and a high intellect to thrive in this role. You'll have proven experience in this area (or something similar) to share with us.

It's dynamic, impacting and critical.

About You

This a critical role, that requires a highly organised person who has excellent attention to detail and a passion for delivering outstanding administration. Ideally, you will have proven experience in customer service and administration roles. You have excellent phone manner and great on email too! You have a genuine desire to serve and find the best solutions for our campers and team. You will also demonstrate the importance of listening, planning and take the initiative in problem solving to improve our service.

Qualifications and Experience

- Must secure and maintain an active Blue Card from the Commission for Children and Young People and Child Guardian during the period of employment.
- Proven experience in -
 - o Customer Service
 - o Administration
 - o Working within budgets
- A track record for developing trusted relationships
- Servant hearted - focusing on all our stakeholders: Campers, team, suppliers and the greater Lutheran Church

Teamwork

The Booking and Office manager is the key administration role that plugs into every other team within camp. This role involves team members of all levels with the goal being to deliver the information the team needs to ensure camp is the “Highlight of our camper’s year”.

Direct Reports

Currently the Office and Booking Manager has one (1) direct report; the Camp coordinator. This fulltime role is responsible for managing payroll input and new team member on boarding, as well as program writing for our clients.

The nuts and bolts

This fulltime position is mainly done between 7am and 5pm Monday to Friday. There are some times (up to three events each year) that require work on a weekend.

The organisation

Luther Heights is a beautiful Christian campsite for kids from all walks of life. We have been having fun, inciting laughter and challenging kids to overcome their fears and limits for over 60 years.

We are here to share the love of Jesus with the world, to serve and to help create live changing experiences. We aim to do this by *being the highlight of your year!*

Luther Heights Youth Camp is operated by Lutheran Youth of Qld, part of the Lutheran Church. We are focused on creating great camping experiences for children and providing a safe place where kids can be kids. Check us out our www.lutherheights.org.au

Our Values

Keep it simple. - What we do is not rocket science and often we make it harder than it has to be. Making and keeping things simple is core to us being efficient stewards of what we have. Simple is about removing complexity, ambiguity and making what we do intuitive.

Listen. Learn. Improve. Repeat. - We are here to serve; the key to great service is listening to what our customers, team and stakeholders want and value. We invest in learning in education, in new experiences for our team.

We are servants here to serve. - As a Christian organisation we follow Jesus' lead. Jesus was the greatest servant leader that lived. He lifted others up, he acted humbly and Jesus forgave.

We are better together. - Together we can achieve, support and hold each other accountable. Together we know more, can do more and we can be more.

Relationship is fundamental. - We are people and designed by God to be with others. We hold up our relationships as key to living as God designed.

This is what we have to offer:

- Job security in a stable and flexible environment
- A fun, supportive working environment
- An ethical Christian organisation, that encourages you to be your best
- An important role that has true impact and real value
- Great autonomy in a varied role
- A jobsite with oceans views

We are looking for someone who...

- Is humble and can work as part of team
- Is a team player and solution focused
- Has the ability to hold the line; to achieve the best outcome for the customer and the camp
- Is able to obtain a Working with Children Blue Card
- Has a outstanding attention to detail and organizational skills.
- Loves Jesus
- Is a practicing Lutheran or has a cultural working understanding of the Lutheran Church within Australia
- Has outstanding communication skills both written and verbally.
- Is keen to model Jesus – it's that simple and that difficult.
 - Humility
 - Passion
 - Integrity
 - Teaching
 - Guiding
 - Rebuking (good word isn't it)
 - Forgiving
 - When required the odd miracle could be useful.

Selection Criteria

Please address the following selection criteria in a two (2) page cover letter, and send together with your resume to joinus@lutherheights.org.au

1. How has your relationship with Jesus affected how you work with others?
2. Outline your ability to work as part of and team and as a leader of a team.
3. Outline your ability to build and grow team culture. Provide examples of this.
4. Outline how you fulfill:

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Applications Close 11 July 2021.