



Position: Reception Administrator
Reports to: General Manager

The Business

Outback Aussie Tours (OAT) is a locally family-owned business based in Longreach operating for 36 years.

We offer an ultimate outback Queensland lifestyle experience and adventure with a busy social calendar of events and the incentive of no commute or traffic lights!

Outback Aussie Tours offers a variety of tourism experiences including extended touring adventures, our signature river cruises on the Thomson River, dinners, functions, and events in Longreach and our new Outback Rail Adventure.

The Role

The Role of the Reception Administrator is to be the first point of contact for the business whether by phone or in person. This role will be predominantly working on weekends.

Your role will be to take tour bookings and assist with administrative duties for the office.

Your effective administration of the reception area will be key to the productive environment of the office and operation teams and the experience of Outback Aussie Tour guests.

Key Responsibilities

- Take on board the “Director of First Impressions” role within the office with a goal of maximising guest service and satisfaction
- Answer all queries or forward the call to the appropriate department in a timely manner
- Be the first point of contact for all guests entering the office
- Ensure general office duties and administrative functions are carried out: -
 - a. Office commencement and closedown procedures
 - b. Cash receipting and arrears follow up
 - c. Safeguarding of cash, keys, voucher stocks documents, and banking
 - d. Maintenance of office confidentiality and privacy
 - e. Filing and record keeping
 - f. Appropriate office communications – phone, mail, email

- Provide administrative support to Office team and Business Manager
- Accurately take and record Day and Extended Tour reservation information, process payments and provide guests with confirmation correspondence
- Load, schedule, monitor and update Jewel tours and manifests
- Distribute tour information to suppliers, agents and customers
- Provide regular day tour updates to OAT team.
- Maintain and check day tour information on OAT brochures, website etc
- Possess in depth knowledge of the OAT products and improve revenue by promoting/upselling all OAT products
- To maximise customer satisfaction and OAT revenue by promoting/upselling all OAT products.
- Undertake general tidying, cleaning and maintaining the reception area and shared areas.
- Other duties as required by the Business Manager and Reservations Manager

Key Requirements

- High levels of organisation skills
- High attention to detail
- Excellent oral, written and face to face communication skills
- Strong interpersonal skills - is assertive and still viewed as approachable; deals with sensitive issues with finesse
- Experience using Microsoft Word and online booking systems (or able to quickly acquire the knowledge)
- Ability to work weekends (penalty rates apply)
- Knowledge of Outback Queensland or ability to quickly acquire

Desirable skills:

- Previous experience in the tourism industry
- Cash handling experience