Booking and Office Manager, Luther Heights Youth Camp

Full Time

Are you looking for a job where no two days are the same? Do you have a knack for scheduling and brilliant customer service?

Luther Heights Youth Camp, on the Sunshine Coast, is currently looking for a Booking and Office Manager to join us full time. Who doesn’t want to work one block back from the beach?

The Booking and Office Manager is responsible for ensuring a professional, 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.

**What does the job entail?**

While most of your time is spent in the office, it is pretty great when it overlooks the Pacific Ocean! You will spend the majority of the day liaising with clients, team and external stakeholders doing fun things like getting groups booked in, putting together quotes and invoices and sharing all the camp information with the rest of the teams from the activity team to kitchen and cleaning.

You will also be 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.

**What skills will you need?**

Tremendous time management, awesome attention to detail, phenomenal people skills, admirable autonomy and infinite initiative to succeed in this role.

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.

**If you are interested in knowing more**, go to [www.lutherheights.org.au/jobs](http://www.lutherheights.org.au/jobs)

for a copy of the job description and selection criteria or

**To apply** for this position please send your resume and a two-page cover letter addressing the selection criteria and outlining your suitability for this position to Peter Schilling – [joinus@lutherheights.org.au](mailto:joinus@lutherheights.org.au).

Applications Close 11th July.