

## **JOB DESCRIPTION**

**Position:** Administration Office Receptionist, Dzogchen Beara  
**Hours:** 2-3 days a week, Monday to Sunday  
**Terms:** Waged  
**Line Manager:** Dzogchen Beara Administration & Event Manager

The Administration Office Receptionist is the first point of contact for the public and guests to Dzogchen Beara and is central to the welcome experience. They work closely with all operational departments as part of a dynamic team.

### **Responsibilities include:**

1. Attending to all general enquiries from visitors and guests at front desk and via telephone and email.
2. Taking accommodation bookings for the hostel, holiday cottages, Care Centre.
3. Taking event bookings on the phone, via email and processing online bookings.
4. Finance -
  - Processing payments
  - Monthly cash/cheque/credit card reconciliation
  - Maintaining and updating Sales Force database
5. Communicating messages/procedures to other departments

### **Required skills and experience:**

1. Proven and dedicated experience in a customer-focused environment.
2. Excellent communication skills, both verbal and written with a strong customer service focus.
3. The ability to consistently meet the needs of visitors, guests and the on-site community.
4. A warm and friendly disposition with a knowledge and enthusiasm for the Tibetan

Buddhist tradition and meditation.

5. A high level of organisational skills and flexibility during busy retreat periods.

6. Computer skills - proficient in Microsoft Word and Excel.

7. A calm attitude with the ability to hold the room well in terms of service and atmosphere during busy events and retreats.