

# Job Description

<b>Title:</b>	<b>Office Coordinator</b>
<b>Responsible to:</b>	World Centre Manager, Our Chalet
<b>Location</b>	Adelboden, Switzerland
<b>Responsible for</b>	Marketing and Communications Volunteer and any other assigned volunteers
<b>Key Working Relationships:</b>	Programme Coordinator, Kitchen Coordinator, Volunteer Coordinator, senior staff, and volunteer team

## About Us:

Our Chalet is one of five World Centres of WAGGGS. Our Chalet is located in Adelboden, Switzerland in the heart of the Swiss Alps. Our Vision is to be a place where Girl Guides and Girl Scouts from around the world can connect, learn and build agency, becoming powerful changemakers, who are confident to lead and empowered to create a better world together.

## Job Purpose:

1. To ensure the smooth running of office administration, financial recording, marketing, and accommodation, seminar, event and tour bookings.
2. To ensure the Our Chalet reception office and shop operates in line with good practice.
3. To establish and maintain a friendly and welcoming atmosphere for all guests and visitors.
4. To support the WAGGGS Mission and Goals and strategic priorities.

## Key Responsibilities:

### Management

1. Be an active and participative member of the Long Term Staff Team, meeting regularly to ensure that Our Chalet meets its goals in the Vision and the Pathway to Change.
2. Undertake the 'On Call' role as rota'd to ensure safety and timely response in an emergency, including overnight. This requires carrying a dedicated phone overnight but does not involve being onsite overnight, except if responding to an emergency.
3. Ensure the Reception is adequately staffed during opening hours.
4. Manage and oversee the shop inventory: ordering and purchasing of merchandise, pricing, accounting, and stocktaking.
5. Assist in improving office and finance processes.

### Administration

# Job Description

## Finance

1. To prepare and issue guest bills, track and process deposits and payments
2. To prepare tourist tax reports
3. To undertake preparation of cash for banking
4. To reconcile monthly income and expenditure through the till and report to bookkeeper
5. To ensure adequate levels of petty cash is available and ensure cash and receipts balance.
6. To work alongside the bookkeeper and World Centre Manager in finance areas of the Centre as appropriate.
7. To undertake daily reconciliation of shop income and to oversee inventory count as needed.
8. To maintain office stock control systems, ordering supplies as necessary and checking incoming deliveries against invoices.
9. To assist with maintaining the Archives of Our Chalet and meeting all record storage requirements.

## Promotion and Marketing

1. To develop the Our Chalet World Centre Marketing and Communication Strategy.
2. To manage Our Chalet website and social media in collaboration with WAGGGS staff and World Centre Comms Team, ensuring information is up to date.
3. To ensure Our Chalet representative attendance at the World Centre Marketing Team meetings.
4. To develop innovative marketing material that creates positive interest in Our Chalet.
5. Support the Marketing and Communications Volunteers in setting goals and learning skills.

## Bookings and Reservations

1. To work with the Volunteer Coordinator to prepare, maintain, respond and issue information on staying at Our Chalet to guests and potential guests.
2. To work with the Volunteer Coordinator to take bookings, prepare and issue the necessary booking contracts and documentation and allocate appropriate rooms.
3. To work with the Volunteer Coordinator to respond to enquiries, make bookings and maintain databases regarding day visitors.
4. To work with the Volunteer Coordinator to respond to and track general correspondence and enquiries from guests and visitors.
5. To work with the Volunteer Coordinator to ensure bookings, orders and requests are processed to an agreed timescale and in accordance with the guidelines.
6. To cover Reception and provide the highest standards of customer care to all visitors.

# Job Description

7. To provide monthly reporting including administrative areas of work and updating the status of current and future bookings.
8. To assist in liaising with the Friends of Our Chalet groups and keeping information updated as required.

## Other

1. To assist with training staff and volunteers in all office and shop procedures, safe use of office equipment and machinery.
2. To create monthly and quarterly reports based on data collected from bookings and evaluations.
3. To ensure Health and Safety procedures are observed and participate in annual risk assessments.
4. To take a full role in the staff rotas providing early morning, evening and weekend cover and to deputise for the Deputy World Centre Manager as necessary.
5. To provide support to staff with issues arising from IT failure and coordinate response with relevant support staff.
6. In order to meet the needs of Our Chalet the specific requirements of this position may develop, and the post holder is expected to undertake any other training and duties, which may be required.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements.

The job description will be reviewed regularly and may be subject to change.

# Person Specification

Area:	Essential:	Desirable:
Qualifications and Experience:	<ul style="list-style-type: none"> <li>• A good general education in administration, finance or hospitality fields</li> <li>• Experience of working in a front office environment</li> <li>• Experience of working in administration</li> <li>• Education or experience in marketing and/or social media</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a residential setting</li> <li>• Experience working with relevant financial processes</li> <li>• Experience using GuestCentrix booking system</li> <li>• Experience working with volunteers</li> </ul>
Skills and attitudes:	<ul style="list-style-type: none"> <li>• Administrative skills</li> <li>• Ability to communicate effectively at all levels internally and externally</li> <li>• Strong communication and customer service skills</li> <li>• Integrity and confidentiality</li> <li>• Self-initiative and strong motivation</li> <li>• Ability to work cooperatively in an international team</li> <li>• Flexibility and ability to work under pressure and react quickly and calmly during difficult situations</li> <li>• Organisation and prioritisation skills</li> <li>• Time management skills</li> <li>• Sensitive to the needs of young adults</li> <li>• Open minded and willing to embrace working in a diverse and inclusive environment</li> </ul>	
Knowledge:	<ul style="list-style-type: none"> <li>• Intercultural awareness</li> <li>• Computer knowledge, strong experience of Word, Excel and Outlook</li> <li>• Understanding of the principles of health and safety in the work environment</li> <li>• Understanding of Guiding and Scouting movement</li> </ul>	

# Person Specification

Area:	Essential:	Desirable:
Languages:	<ul style="list-style-type: none"> <li>• Fluent in English – written and verbal</li> <li>• Knowledge of other languages, especially German and French, desirable.</li> </ul>	<ul style="list-style-type: none"> <li>• Any other Language</li> </ul>
Others:	<ul style="list-style-type: none"> <li>• Understanding or willingness to learn operation of a gift shop</li> <li>• First Aid qualifications</li> <li>• Clean driver's license and experience driving in rural areas</li> <li>• Comfort with living in a rural/remote area in the Swiss Alps</li> </ul>	
Eligibility	<ul style="list-style-type: none"> <li>• This is a post at a residential centre. The post holder may or may not live on site.</li> <li>• Applicants must be suitable to work with children and vulnerable adults.</li> <li>• Applicants must already have the right to live and work in Switzerland</li> </ul>	

## Special Notes:

### Hours of Work

The World Centre staff team work on a rota schedule, which covers day, evenings and weekends. Normal working week is 45 hours and during busy times can go above this. Flexibility is required of all World Centre staff in order to meet the operational demands of the Centre. WAGGS does not pay for overtime. Compensatory leave arrangements can be found in the Staff Handbook.

### Type of Contract

This is a fixed term contract for two years subject to having/obtaining the permission to work in Switzerland.

### Accommodation and Subsistence

The post may be residential and residence may be required as a condition of employment. Two meals per day are provided while on duty.

# Person Specification

## Annual Leave

26 days leave per annum plus 8 public holidays.

## Health Insurance

Insurance can be provided by Our Chalet and the cost of the insurance will be included in your salary and then deducted each month. Alternatively, you may arrange your own health insurance and receive a set stipend towards the cost.

## Uniform

Uniform must be worn when on duty. Uniform shirt will be provided.

## Relocation

Travel to take up post and assistance with the transportation of personal effects/or purchase of personal effects is provided.