



Role Description: YWCA Ireland Residence Hospitality Coordinator (Dublin City)

Job Title: Hospitality Coordinator

Reporting to: Development and Operations Manager

Hours per week: 20 hours per week.

Weekly rostered hours with additional hours during busy periods

Hourly Rate: €13.75 per hour

Organisational Overview

YWCA Ireland (Young Women's Christian Association of Ireland) is a national membership-based women's Organisation and registered charity affiliated with the World YWCA movement.

The **YWCA Residence** at 64 Lower Baggot Street in Dublin 2 provides affordable accommodation to students and visitors in a convenient city-centre location.

Job Summary:

Working as part of a team the Hospitality Coordinator will be responsible for the delivery of friendly and efficient guest services in the YWCA Residence.

Essential Job Functions:

Hospitality Duties:

- Ensure the delivery of excellent guest services within the YWCA Residence at all times
- Coordinate the use of YWCA's meeting rooms ensuring a professional service at all times
- Deal with all enquiries to the YWCA Residence in a professional and courteous manner
- Support administration of reservations, cancellations, departures and deposits in line with YWCA Residence policy
- Fulfil all reasonable requests from guests to ensure their comfort, satisfaction and safety
- Direct customer complaints to the Development and Operations Manager
- Be responsible for distribution and review of guest satisfaction surveys
- Room checks
- Preparation of keys and fobs for arrivals and returns.

Maintenance Duties:

Co-ordinate maintenance visits with contractors in YWCA Residence and residential properties

- Ensure that maintenance work is carried out in an efficient and timely manner having the least possible impact on the guest experience
- Oversee procurement for maintenance within the YWCA Residence and residential properties
- Ensure that the Residence internet system is maintained and efficient
- Oversee preparation of public areas before guests arrive
- Report maintenance issues to Development and Operations Manager
- Maintain inventory of equipment.

Health and Safety Duties:

- Ensure the implementation of the YWCA Residence Safety Statement at all times
- Perform and review risk assessments
- Oversee fire safety within the Residence ensuring that all employees are aware of their responsibilities
- Maintain accident and incident reports ensuring that the Residence Manager is fully briefed at all times
- Input to new employee induction and training on matters relating to health and safety
- Be responsible for evacuation, in cases of emergency, (and when required) act as first point of contact for guests and the emergency services.

Other Responsibilities:

- Attend training, appraisals and team meetings
- Other duties as assigned by the Development and Operations Manager.

Essential Qualifications and Experience:

- At least 2 years guest/customer service experience
- At least 2 years administrative experience and high proficiency in Microsoft Office especially, Microsoft Outlook, Word and Excel
- Excellent communication skills both verbal and written.

Desirable

- Experience of working in a charitable, women's or faith based context
- Health and Safety experience
- Experience overseeing maintenance issues

Person Specification

- Excellent organisational skills with the ability to prioritise
- An eye for detail and an ability to ensure that work is undertaken with scrupulous accuracy
- Honesty and a respectfulness of confidentiality
- Immaculate personal presentation
- Ability to work on own initiative and as part of a team
- Excellent time management skills and the ability to multi-task

Application Details:

To apply for the position of **Hospitality Coordinator** please send the following documents by email to joan@ywcadublin.ie. Applications should be addressed to Joan Adams, YWCA Development and Operations Manager and include:

1. Cover letter, outlining your suitability for the post and reason for applying as well as full contact information.
2. Full CV (PDF Version)

Closing Date for receipt of applications is 5pm, 25 October 2017.

All applications will be acknowledged.

Interviews for shortlisted candidates will be held 31st October/1st November, 2017.

Young Women's Christian Association of Ireland is an Equal Opportunities Employer.