

## Administrative Assistant

The Administrative Assistant - will play a pivotal role in supporting efficient operations and delivering exceptional service for the hotel leadership team. This position encompasses a range of responsibilities, including inventory management, administration / clerical duties, and programming coordination.

### Responsibilities:

**Ordering & Inventory Management:** Maintain oversight of supplies, glassware, and requisitions for the lounge. Regularly evaluate inventory levels, place orders, receive shipments and optimize stock control.

**Squirrel Programming:** Proficiently operate the Squirrel system to streamline addition of new menu items, removal of old menu items and ensure accurate reporting. (Squirrel experience is an asset however training will be provided)

**Important Dates Calendar:** Maintain an up-to-date calendar of significant events, promotions, and deadlines, ensuring effective planning and execution. Also maintain a leadership team calendar of birthdays, and away from property dates.

**Leadership Team Meeting Minutes / Banquet Communication:** Attend leadership meetings, create agendas, capture accurate meeting minutes, and assist in coordinating communications related to banquets and events.

**Data entry and expense tracking;** input data into spreadsheets, databases, or other software programs, and help maintain accurate records.

**Research:** conduct research on various topics to help gather information for travel, purchasing, reports, presentations, or decision-making.

**Employee Satisfaction:** Actively engage in employee satisfaction initiatives, fostering a positive workplace environment and addressing staff concerns. Establishment of employee committee (outline created) where a group of employees determine activities to engage staff. Responsible for organising and implementing for employee activities.

**Social Media Champion:** Collaborate with our social media agency to facilitate content creation and preparation, ensuring the effective communication of our brand message and enhancing our online presence. This involves providing creative insights, sharing relevant information, and offering strategic input to optimize content for various platforms and target audiences.

**Password List and Updating:** Maintain a secure and organized list of passwords, consistently updating for data security. Understand the importance of maintaining confidentiality in handling sensitive information and can ensure data security.

### Qualifications:

High school diploma or equivalent; relevant certifications are advantageous.

Proven experience in administrative roles, customer service, or related fields.

Familiarity with the Squirrel programming system is a plus.

Exceptional organizational and multitasking skills.

Strong written and verbal communication abilities.

Proficiency in basic computer applications and social media platforms.

Meticulous attention to detail and a proactive problem-solving approach.

### Benefits:

**Competitive Salary:** The Crest Hotel offers competitive base salaries, ensuring that employees are fairly compensated for their work.

**Healthcare Benefits:** Employees at The Crest Hotel enjoy comprehensive healthcare benefits, including coverage for medical, dental, and vision expenses.

Discounts: As part of the employee perks, staff members receive significant discounts on accommodations, making it more affordable to enjoy the hotel's amenities.

Training and Development: The hotel is committed to the growth of its employees and provides training and development programs to support career advancement.

Career Advancement: Opportunities for career growth and progression within The Crest Hotel are readily available, allowing employees to advance in their hospitality careers.

Uniforms and Uniform Cleaning: The Crest Hotel provides uniforms to its staff and covers the costs of cleaning and maintenance, ensuring a professional appearance.

The Administrative Assistant-reports directly to the General Manager and holds a pivotal role for the leadership team, contributing to a welcoming environment, superior customer experiences, and effective communication across the establishment. This position demands a dedicated individual capable of managing diverse responsibilities while upholding service standards.