

CASH DESK ASSISTANT (HoS Jr)

CONTRACT	17 June to 28 July 2019 (6 weeks) Temporary paid working contract, 80%
LOCATION	CH-1824 Caux
PURPOSE	Head of Service Junior assisting the Cash Desk Manager at the Caux Palace Conference and Seminar Centre during the Caux Forum .
REPORTS TO	Cash Desk Manager, Head of Service

Established in 1946, Initiatives of Change Switzerland organizes and coordinates international and local conferences, seminars and training in Switzerland, primarily in its Conference and Seminar Centre, the Caux Palace, bringing together a true diversity of people. We provide a safe and privileged space to inspire, equip and connect individuals, groups and organizations from around the globe to engage effectively and innovatively in trust building, ethical leadership, sustainable living and human security.

AREAS OF RESPONSIBILITY

The Cash Desk Assistant provides leadership in cultivating an atmosphere of care, service, hospitality and community within the Cash Desk services, based on the core values of respect for human dignity, truth, solidarity and care. The cash desk is the place where participants come to deal with financial issues, particularly in relation to their contribution for their stay. Ensuring that helpful and respectful guidance is provided is essential.

Leading, coordinating and planning

- Assist the Cash Desk Manager in coordinating all Cash Desk services and ensure smooth day-to-day operations, liaising closely with the Reception Desk, Reservations and Allocation Services.
- Assist the Cash Desk Manager for set-up and clear-up operations before and after the [Caux Forum](#) season.

Supervising and training

- Create a safe, caring, inclusive and positive collegial team atmosphere.
- Train, coach and support your team.
- Ensure that your team takes responsibility and fulfils its tasks and duties successfully.

Creating an enjoyable experience for guests by inspiring a welcoming atmosphere

- Welcome guests at the Cash Desk and ensure that your team maintains the desired level of client service
- Demonstrate the core values of respect for human dignity, truth, solidarity and care in all interactions, provision of services and teamwork

KEY SKILLS AND REQUIREMENTS

The ideal candidate will have outstanding leadership skills and extensive hands-on experience. He/she must be organized, systematic, patient, motivated and self-confident. He/she should work well under pressure, even with minimal supervision. He/she must be available to work when needed, including weekends and evenings.

- Finance experience in a team-leading position is essential: previous cash desk leadership or experience at Caux is a plus but not mandatory
- English (fluent), French (good), German (basic) and other languages are a plus
- Solution-oriented and good coordination, planning and communication skills
- Outgoing personality, ability to work with young people of different backgrounds and cultures
- Guest-focused thinking, helpful and friendly attitude, resilience, ability to work under stress, good self-management
- Well-presented, punctual and flexible during working hours

HOW TO APPLY

Please apply by following [this link](#) until 31 January 2019.