

## RECEPTION DESK MANAGER

<b>CONTRACT</b>	17 June to 28 July 2019 (6 weeks) Temporary paid working contract, 100%
<b>LOCATION</b>	CH-1824 Caux
<b>PURPOSE</b>	Head of Service coordinating all reception desk services at the Caux Palace Conference and Seminar Centre during the Caux Forum.
<b>REPORTS TO</b>	Reception Manager, Head of Department

Established in 1946, Initiatives of Change Switzerland organizes and coordinates the [Caux Forum](#), 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

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**The Reception Desk Manager provides leadership in cultivating an atmosphere of care, service, hospitality and community within all reception services, based on the core values of respect for human dignity, truth, solidarity and care.**

#### Leading, coordinating and planning

- Coordinate all Reception Desk services and ensure smooth day-to-day operations by liaising closely with the Caux Forum Secretariat.
- Ensure weekly planning, lead weekly meetings and daily briefings of your teams.
- Lead and care for your team members. About 12 young people from different countries who are part of the Caux Peace and Leadership Programme, and who have chosen to apply their training practically at the reception desk, for several hours per day. They may not necessarily have any experience in the field of hospitality.
- Assist the Reception Manager in setting up and clearing up before and after the Caux Forum.

#### Supervising and training

- Create a safe, caring, inclusive and positive collegial team atmosphere
- Train, coach, provide feed-back to and support your team members
- Ensure that your team takes responsibility and fulfils its tasks and duties successfully
- Update the existing reception desk procedural manual
- Produce a written report and recommendations for future Caux Forum sessions

#### Creating an enjoyable experience for guests by inspiring a welcoming atmosphere

- Welcome guests and ensure that all team members maintain the desired level of service
- Handle VIP guest requests personally
- 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

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The ideal candidate will have good leadership skills and extensive hands-on experience. He/she must be organized, systematic, patient, motivated and self-confident.

He/she must have the ability to appropriately assign or delegate work and be an empathic leader who inspires others to accomplish goals. He/she should work well under pressure, even with minimal supervision. He/she must be available to work when needed, including weekends and evenings.

- Reception experience in a team-leading position is essential: previous reception leadership or experience at Caux is a plus but not mandatory
- Experience of training largely inexperienced young people is an advantage
- 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

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