

Job Description



JOB TITLE: Duty Manager – Auckland K’ Road

LOCATION: Auckland

POSITION TYPE: Permanent Fulltime

WORKING HOURS: Rostered Shifts

REPORTS TO: Hostel Manager – Auckland K’Road

Purpose

The mission is to oversee daily operations, guarantee employee productivity, monitor the efficiency of all processes, and foster a positive work environment for employees.

Additionally, it involves maintaining a high standard of customer service and ensuring the smooth functioning of operations during shifts, in alignment with hostel policies and procedures.

You are also responsible for guaranteeing that all fire warden training is current and that employees are well-informed about health and safety procedures.

Furthermore, it is essential to always maintain a high standard of cleanliness throughout the hostel.

Responsibilities

- Ensure all employees deliver the best guest experience according to hostel brand standards
- Ensure that all fire safety procedures are followed, and employees are trained
- Ensure the common areas of the property are always clean and tidy
- Ensure that financial reports are accurate and completed in a timely manner
- Ensure that all Health & Safety policies and procedures are always adhered to
- Identify and suggest areas to improve such as guest touch points
- Represent management in their absence always acting as an ambassador to the hostel
- Always be security conscious to monitor ‘visitors’ and undesirables in the property
- Proactively promotes other Haka assets to all guests
- Handle guest requests accordingly
- Carry out other duties where required

Skills / Qualifications

- Good command of written and spoken English
- Technology savvy and familiar with property systems PMS, POS
- Customer experience
- Team player with a positive, can-do attitude
- Embraces personal accountability, sense of ownership
- Passion for the Youth Tourism industry
- Excellent time management & communication skills
- Logical thinker

- Supervisory experience advantageous
- Exceptional attention to detail

Key Working Relationships

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|-----------|---|
| Internal: | <ul style="list-style-type: none"> ○ Hostel Manager ○ Operations Manager ○ All Hostel Employees ○ Reservations Team ○ Maintenance Team |
| External: | <ul style="list-style-type: none"> ○ Guests ○ Contractors |

Performance Metrics

<i>Key Deliverable</i>	<i>Means of Achieving</i>
Guest Experience	<ul style="list-style-type: none"> ○ QualMark and internal audit scores are reached ○ Address guest complaints and requests promptly and professionally, ensuring guest satisfaction ○ Be visible and accessible to guests providing assistance and information as needed ○ No serious guest H&S incidents & minimum minor incident reports ○ TripAdvisor Ranking within top 5 for area and accommodation type for all properties ○ No guest complaints escalated to legal proceedings or financial settlement level ○ Key guest feedback trends actively addressed in a timely manner ○ Assist reservations with overflow of queries in a timely manner
Employee Supervision & Coordination	<ul style="list-style-type: none"> ○ Assist the hostel manager by ensure that all areas of the daily operations are functioning efficiently and that employees are performing their duties effectively ○ Conduct thorough handovers with incoming and outgoing employees to ensure continuity of operations
Communication & Reporting	<ul style="list-style-type: none"> ○ Prepare and review daily reports on hostel operations where requested, including guest feedback and any incidents that may have occurred during the shift ○ Participate in team meetings to discuss issues and strategies for improvement
Maintaining Standards	<ul style="list-style-type: none"> ○ Conduct regular inspections to ensure that the hostel maintains high standards of cleanliness, maintenance, and service ○ Identify areas for improvement and support the implementations of changes that help to enhance guest experience and operational efficiency
Health & Safety	<ul style="list-style-type: none"> ○ Regularly inspect the property to ensure that safety and security standards are met ○ Be prepared to handle emergencies, such as medical incidents, fire alarms, or security breaches and coordinate with the relevant authorities if necessary ○ All health & safety protocols are adhered to. ○ Understand and adhere to all Haka H & S procedures and policies ○ All incidents are reported using the incident reporting form

	<ul style="list-style-type: none"> ○ Report any major incidents using the incident management table without delay
Core Values	<p>Alignment with our core values is assessed by an annual 360-degree employee feedback process.</p> <p>Our values are:</p> <p>Whanau The Haka family trust one another, treat each other well, and put equality and honesty at the heart of all we do.</p> <p>Aotearoa Proud We care deeply about this land, and we aim to work as a company to share the unique culture, geography and history of Aotearoa by still respecting the land. Huge strides leaving few footprints. From encouraging customers to recycle to continuously learning and sharing your knowledge of culture, history & geography to our guests.</p> <p>Keeping it Real We owe our big success to our small company roots, and to the genuine, fresh attitude that keeps us grounded and relevant. No egos, no bull.</p> <p>Purpose-driven Combining our collective expertise, paying attention to detail and aiming sky-high is our winning recipe and the secret to our success.</p> <p>One In a Million At Haka it's of the utmost importance we deliver the best customer experiences and great customer service. Our customers are as individual as fingerprints, and we strive to create flexible, personalised products and services that make everyone feel included, whether they're 18 or 80.</p> <p>Reach For It Boundary-pushing isn't just for our adventure tourists - it's our key to innovation and staying ahead of the pack. If it can be done better, we'll always find a way.</p> <p>Sense of Place We take pride in our sense of place and celebrate the alignment between our brand and every location a Haka House calls home.</p>