



Admin and Activities Rep

Location: Zefiros, Samos, Greece

Reports to: Resort Manager

Dates of employment (approx): 11 May – 08 October 2026

Hours: Varied hours across 5.5 days per week

Please note: All Richmond roles are ministry-led. While structured hours are in place, we expect team members to embrace the ministry and community aspect of the role: being present with guests beyond working hours through shared meals, conversations, and time together in both with team and guests.

Job Description

As Resort Admin Rep, you're the ultimate guest experience champion! Your role is to ensure that every guest enjoys a seamless, unforgettable holiday, while also supporting all marketing and rebooking efforts. You'll be the point of contact for everything from rooming and transfers to guest requests and car hire, all while working closely with the hotel team to meet the needs of our guests.

Your main priority is engaging with guests and encouraging future bookings by showcasing the exceptional Richmond experience through personal interactions and tailored marketing initiatives. In addition, you'll organize and host fun on-site activities and promote off-site excursions that elevate the guest experience.

With your vibrant personality and ability to connect with people, you'll bring a sense of excitement and positivity that creates lasting memories for our guests. We need someone approachable, efficient, and enthusiastic, with a strong knack for balancing operational tasks and creating a welcoming, fun environment.

You must be looking to advance your journey as a Christian, wherever you feel you are at the start of your employment with Richmond.

Job Responsibilities

1. Being responsible for Richmond Resort Admin

- Ensure the Richmond Rep desk is tidy and guests have all the information at hand they might need.
- Complete all key resort administration, including allocating rooms, taking stock of dietary requirements, bringing together weekly guest itineraries, booking airport transfers, weekly courtesy calls overseeing petty cash, planning excursions and evening entertainment, supporting in the delivery of ministry, booking car hire, planning and executing all logistics for external excursions, ensuring all paid for activities in resort run at a small profit, working with the Resort Manager to run activities and entertainment where needed.
- To liaise with the hotel staff to ensure that the guests experience all of the facilities of the hotel to the best possible standard – rooms, meals, swimming pool, bars, public areas and to arrange the repair and maintenance if necessary or deal with guest complaints about the hotel.
- Represent Richmond well in all our dealings with partners and suppliers, ensuring we maintain excellent relationships.
- Deputise for the Resort Manager on their time off if needed.

2. To contribute to the Richmond guest experience

- Deliver the Richmond holiday experience in line with all operating procedures and policies.
- Welcome guests, getting to know every guest, ensuring they have an excellent holiday and their expectations are met or exceeded.
- Deliver a programme of activities during the day and evening appropriate to the guests' demographic of the week, which may include; walks, games, creative activities, trips to beauty spots, fitness and aquafit workshops, tennis or other sport sessions, dancing, quizzes, facilitating community and fellowship amongst the guests.
- Ensure excellent communication is maintained between guests, hotel staff and Richmond team.
- Partake in guest dinners, eating with them and socialising with them in order to create and develop an exceptionally warm and welcoming atmosphere.
- Promote Richmond via social media, capturing and posting photos and videos, encouraging guests to tag Richmond and organically promote Richmond on their social media
- Promote rebooking for future holidays, facilitating quotes for guests and encouraging reviews.
- To have a guest focussed approach and be willing to undertake any requests from guests and wider team at any time, remembering that even on your time off you are on duty and representing Richmond.

3. Commitment to Faith, Team and Guests

- Join in with life in resort including being involved with evening and daytime entertainments as required and dealing with guest inquires and queries where possible, remembering that even in “down time” you are representing Richmond.
- Take regular personal times of prayer and bible study in order to maintain a living and active relationship with God, as well as contributing to team bible studies and encouraging others in their faith.
- Undertake any other roles or duties deemed necessary for the smooth running of the resort
- Encourage, support, and actively contribute to a thriving culture of peer-support and Christian community within the Richmond team.

Required Skills and Experience

- Previous experience in a customer-facing role.
- Outstandingly clear and engaging communicator
- Calm demeanor with an ability to work well under pressure.
- Hard worker, evidence of ‘above and beyond’ mentality, desire to serve and help others.
- Professional, able to follow procedures and represent company well.