

## Samos, Resort Admin Rep

<b>Duration</b>	Approx 10 May to 16 Oct 2025	<b>Location</b>	Samos, Greece
<b>Reports to</b>	Resort Manager	<b>Hours</b>	Varied hours, 5.5 days per week

### Job Description

As the Resort Admin Rep, you are responsible for supporting and encouraging guests ensuring they have an exceptional holiday experience in areas; airport transfers, rooming, entertainment and activities, childcare, ministry, excursions, activities, troubleshooting and any septic needs guests may have.

You will ensure all guests feel they have been **professionally delivered** an excellent holiday and given a high level of care, which appears effortless and of no inconvenience to you and your team.

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

- Ensuring the Richmond Rep desk is tidy and guests have all the information at hand they might need.
- Completing all key resort administration, including allocating room, 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.
- Representing 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

- To deliver the Richmond holiday experience in line with all operating procedures and policies.
- Welcoming guests, getting to know every guest, ensuring they have an excellent holiday and their expectations are met or exceeded.
- Delivering 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.
- Ensuring 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
- Promoting 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. To live in the resort**

- 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.
- Commit to taking regular times of prayer and bible study in order to maintain a living and active relationship with God. To be looking to advance your journey as a Christian, wherever you feel you are at the start of your role.
- Undertake any other roles or duties deemed necessary for the smooth running of the resort.

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### **Required Skills and Experience**

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- Previous experience in a customer-facing role.
- Outstandingly clear and engaging communicator
- Calm demeanour 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.