

# ILT

## For Our Community

## Porter

### WHY WE ARE HERE

We are a high-performing community owned organisation with a clear purpose – to create and contribute to a vibrant Invercargill. People are at the heart of everything we do. Our team act with integrity, strive to excel and approach every undertaking with enthusiasm, drive and energy.



**7 days a week, rostered**

## WHY THIS ROLE EXISTS

The Porters role is crucial in supporting all departments of the Hotel and assisting guests in all areas.

## WHAT YOU WILL DO

Maintain the smooth and efficient day to day operations within the portering area of the Hotel, including cleaning, bussing, and client care, so as to ensure the highest level of quality customer service for our guests.

## KEY OUTCOMES

- The public areas of the hotel are kept in a pristine condition at all times
- All hotel departments are well supported.
- Function rooms are set correctly, all equipment cleaned, maintained and in excellent order
- Back of house areas are organised, clean and functional.
- To represent the company's high standards of personal presentation and behaviour at all times.
- The needs of the customer are given priority over all other activities providing the highest level of quality customer service at all times.
- Present a well-groomed appearance.
- Perform any tasks requested by senior management as time permits
- Champion, comply and promote health, safety and wellbeing within ILT
- To maintain the standard and culture of the team by setting an example to new members of staff and assisting in their training when required.

## YOU BRING TO THE ROLE

- A professional appearance with a positive attitude adaptability and flexibility.
- Ability to manage various tasks on a daily basis to ensure great customer service and that our operations run smoothly.
- Positive public image attuned to the Hotels high standards
- IT knowledge and able to quickly learn how to operate Hotel equipment and technology.
- Handyman skills and ability to complete basic repairs and maintenance around the hotel.
- Full drivers' licence
- Physically fit
- Professional and immaculately presented
- In depth local area knowledge
- Can work autonomously
- Community focused with a passion for people and the community