



Job Description – Administrative Assistant / Reception Support

Document Control

Position Title: Administrative Assistant / Reception Support

Department: Corporate and Administration

Reports To: Office Manager / Head of Administration

Version: 1.0

Job Overview

The Administrative Assistant / Reception Support provides frontline and administrative support to ensure efficient daily operations across Grand Royale Group's corporate and hospitality offices. This role manages reception duties, assists with document preparation, coordinates communications, and supports various departments in administrative tasks. The position requires professionalism, attention to detail, and a strong customer service orientation.

Key Responsibilities

Reception & Frontline Service

- Greet guests and visitors in a professional and welcoming manner.
- Answer and direct phone calls and general enquiries.
- Manage incoming and outgoing mail, deliveries, and correspondence.
- Maintain the reception area's cleanliness and presentation.

Administrative Support

- Provide administrative support to managers and staff as required.
- Prepare reports, letters, and meeting documentation.
- Schedule appointments, meetings, and conference room bookings.
- Assist with filing, photocopying, and maintaining records.





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Office Coordination

- Support procurement of office supplies and maintain inventory.
- Liaise with maintenance or IT teams to resolve office issues.
- Assist in coordinating travel, accommodation, and staff events.
- Contribute to continuous improvement of office systems and processes.

Customer & Team Support

- Provide information and assistance to internal and external stakeholders.
- Support HR and Finance teams with basic administrative tasks.
- Uphold confidentiality and data privacy at all times.
- Maintain a friendly and professional attitude with colleagues and guests.

Qualifications and Experience

- Certificate III or IV in Business Administration or related discipline.
- Minimum 1–2 years' experience in an administrative or receptionist role.
- Strong written and verbal communication skills.
- Proficiency in Microsoft Office and office management systems.
- Previous experience in hospitality or corporate environments preferred.

Skills and Competencies

- Excellent communication and interpersonal skills.
- Time management and multitasking ability.
- Professional presentation and customer service focus.
- Accuracy and attention to detail.
- Positive, proactive, and team-oriented mindset.

Working Conditions

This is a full-time position based at Grand Royale Group's corporate office in Gold Coast, Queensland. The role involves working standard business hours with occasional flexibility to support events or executive meetings.

Key Performance Indicators (KPIs)

- Efficiency and accuracy in administrative tasks.
- Customer and staff satisfaction feedback.
- Timeliness of communication and document processing.
- Professionalism and consistency in reception duties.
- Contribution to office efficiency and organisation.





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Company Values and Culture

Grand Royale Group values professionalism, respect, and collaboration. The organisation promotes an inclusive and service-oriented workplace culture where administrative excellence supports the delivery of exceptional hospitality experiences.

Career Path

This position offers opportunities for career growth into roles such as Office Manager, Executive Assistant, or Administration Coordinator within Grand Royale Group or other corporate hospitality settings.

