

CASH DESK MANAGER

CONTRACT	15 June to 31 July 2020 Temporary paid working contract, 100%
LOCATION	CH-1824 Caux
PURPOSE	Head of Service coordinating all Cash Desk services at the Caux Conference and Seminar Centre during the Caux Forum and the Caux Hub.
REPORTS TO	Reception Manager, Head of Department

Established in 1946, Initiatives of Change Switzerland organizes and coordinates international and local conferences, seminars and training in Switzerland, primarily in its Conference and Seminar Centre, the Caux Palace, bringing together a true diversity of people. We provide a safe and privileged space to inspire, equip and connect individuals, groups and organizations from around the globe to engage effectively and innovatively in trust building, ethical leadership, sustainable living and human security.

AREAS OF RESPONSIBILITY

The Cash Desk Manager provides leadership in cultivating an atmosphere of care, service, hospitality and community within the Cash Desk services, based on the core values of respect for human dignity, truth, solidarity and care.

The Cash Desk is the place where participants come to deal with financial issues, particularly in relation to their contribution for their stay. Ensuring that helpful and respectful guidance is provided is essential. People often come with sensitive and confidential questions related to their financial status and the way their requests are handled contributes to their sense of security.

Leading, coordinating and planning

- Coordinate all Cash Desk services and ensure smooth day-to-day operations, liaising closely with the Reception Desk, Reservations and Allocation Services.
- Report to the accountancy and financial services of the Foundation.
- Ensure weekly planning, lead weekly meetings and daily briefings of your team.
- Lead and care for the Cash Desk team members.
- Take full ownership of the Cash Desk, making sure that it is kept in the best possible order at all times.
- Lead the set-up and clear-up operations before and after the Caux Forum and Caux Hub season.

Supervising and training

- Create a safe, caring, inclusive and positive collegial team atmosphere
- Train, coach, provide feed-back to and support your team
- Ensure that your team takes responsibility and fulfils its tasks and duties successfully
- Update the existing cash desk procedural manual
- Produce a written report and recommendations for future Caux Forum sessions

Creating an enjoyable experience for guests by inspiring a welcoming atmosphere

- Welcome guests at the Cash Desk and ensure that your team maintains the desired level of client service: accurate cash operations, payments in different currencies, opening/closing of cash desk, answering all kinds of financial questions from Caux Forum and Caux Hub participants
- Handle special or delicate financial requests personally
- Demonstrate the core values of respect for human dignity, truth, solidarity and care in all interactions, provision of services and teamwork

KEY SKILLS AND REQUIREMENTS

The ideal candidate will have outstanding leadership skills and extensive hands-on experience. He/she must be organized, systematic, patient, motivated and self-confident.

He/she must have the ability to appropriately assign or delegate work and be an empathic leader who inspires others to accomplish goals. He/she should work well under pressure, even with minimal supervision. He/she must be available to work when needed, including weekends and evenings.

- Finance experience in a team-leading position is essential: previous cash desk leadership or experience at Caux is a plus but not mandatory
- Experience of training largely inexperienced young people is an advantage
- English (fluent), French (good), German (basic) and other languages are a plus
- Solution-oriented and very good coordination, planning and communication skills
- Knowledge of how to deal with confidential or sensitive financial information
- Outgoing personality, ability to work with young people of different backgrounds and cultures
- Guest-focused thinking, helpful and friendly attitude
- Resilience, ability to work under stress, good self-management
- Well-presented, punctual and flexible during working hours

HOW TO APPLY

Send a cover letter and attach a CV updated with any relevant training experience in the fields of hospitality by email to hr@caux.ch, by 1 March 2020.