

Hotel Shift Coordinator Job Description

A comprehensive job description template
for Australian hotels and accommodation businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, hotel type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Hotel Shift Coordinator / Duty Manager / Shift Supervisor

1.2 Position Summary

The Hotel Shift Coordinator is responsible for overseeing hotel operations during assigned shifts and ensuring smooth coordination between all hotel departments. This supervisory role involves managing the front office team, responding to guest issues, handling operational challenges, conducting shift handovers and acting as the manager-on-duty in the absence of senior management.

The position requires strong leadership and decision-making abilities, excellent problem-solving skills, comprehensive knowledge of hotel operations, and the capability to maintain service standards while managing multiple priorities. The Hotel Shift Coordinator ensures operational continuity, staff coordination and guest satisfaction throughout their shift.

1.3 Reporting Structure

This position reports to:

- Front Office Manager
- Hotel Manager / General Manager
- Operations Manager

1.4 Employment Type

This position is available as:

- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Shift Operations Management

- Oversee all hotel operations during assigned shift
- Ensure smooth coordination between front office, housekeeping and other departments
- Monitor hotel occupancy, arrivals and departures
- Make operational decisions in absence of senior management
- Respond to urgent operational issues and emergencies
- Ensure hotel standards and procedures are maintained
- Conduct property walks to check cleanliness and maintenance
- Review daily reports and communicate important information

2.2 Team Supervision and Support

- Supervise front desk staff, porters and night audit team
- Allocate tasks and responsibilities to team members
- Monitor staff performance and provide guidance
- Support team members with complex guest situations
- Conduct team briefings at start of shift
- Approve break times and manage staff roster adherence
- Address staff concerns and escalate HR matters to management
- Provide on-the-job coaching and training

2.3 Guest Services and Complaint Resolution

- Handle escalated guest complaints and service issues
- Implement service recovery solutions effectively
- Authorise room upgrades, complimentary services and compensation
- Respond to VIP guest needs and special requests
- Ensure timely resolution of guest problems
- Follow up with guests after complaint resolution
- Document all incidents and service recovery actions
- Maintain professional composure in challenging situations

2.4 Shift Handover and Communication

- Conduct thorough handover briefings between shifts
- Review handover notes from previous shift
- Document important events, issues and follow-up actions
- Communicate VIP arrivals and special guest requirements
- Update management on significant incidents or concerns
- Coordinate information sharing across departments
- Maintain shift logbook with detailed notes
- Brief incoming shift coordinator on outstanding matters

2.5 Front Desk Operations Support

- Assist with check-ins and check-outs during peak periods
- Process reservations, modifications and cancellations
- Handle payment processing and billing queries
- Manage overbooking situations and room reassignments
- Approve rate discounts and special packages within authority
- Monitor room inventory and coordinate with housekeeping

- Process refunds and payment adjustments
- Ensure front desk procedures are followed correctly

2.6 Security and Emergency Response

- Act as first responder to security incidents and emergencies
- Follow emergency procedures for fire, medical or security events
- Coordinate with emergency services when required
- Monitor security systems and respond to alarms
- Handle lost and found items according to procedures
- Report suspicious activities or persons to security/police
- Ensure safety and security of guests and staff
- Complete incident reports with full documentation

2.7 Operational Problem-Solving

- Address maintenance issues and coordinate with engineering
- Manage room availability and occupancy challenges
- Resolve housekeeping delays and room status discrepancies
- Handle system outages and technical problems
- Make decisions on walk-ins and late check-outs
- Coordinate with third-party suppliers when needed
- Implement contingency plans during operational disruptions

2.8 Administrative Duties

- Review and approve shift reports
- Monitor occupancy statistics and forecasts
- Process daily financial reconciliations
- Update property management system with operational changes
- Prepare management reports on shift activities
- Maintain records of incidents, complaints and resolutions
- Review and action guest feedback and reviews

3. Required Skills and Attributes

3.1 Essential Skills

Leadership and Team Management

Strong leadership presence with ability to motivate and guide team members. Supervisory skills to delegate tasks effectively. Capability to provide constructive feedback and coaching. Confidence in making decisions and taking charge of situations. Ability to earn respect and maintain team morale.

Problem-Solving and Decision-Making

Excellent problem-solving abilities with analytical thinking. Sound judgement in making operational

decisions. Ability to remain calm and think clearly under pressure. Creative approach to resolving complex guest and operational issues. Confidence to make decisions within authority level.

Communication and Interpersonal Skills

Outstanding verbal and written communication skills. Ability to communicate effectively with all levels of staff and management. Strong listening skills. Professional, diplomatic approach when dealing with complaints. Clear communication during handovers and briefings.

Hotel Operations Knowledge

Comprehensive understanding of hotel operations across all departments. Deep knowledge of front office procedures and PMS systems. Understanding of housekeeping operations and room status. Familiarity with hotel policies, procedures and brand standards. Knowledge of emergency protocols and safety procedures.

3.2 Personal Attributes

- Professional, authoritative presence
- Calm, composed demeanour under pressure
- High level of responsibility and accountability
- Excellent time management and prioritisation
- Proactive, anticipatory approach
- Strong work ethic and reliability
- Flexibility regarding work hours
- Integrity and trustworthiness
- Attention to detail
- Customer-focused mindset

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Minimum 2-3 years hotel front office or supervisory experience
- Proven leadership and team management capabilities
- Advanced property management system knowledge
- Excellent English communication skills
- Ability to work rotating shifts including nights, weekends and public holidays

4.2 Desirable Qualifications

- Diploma or Degree in Hospitality Management
- Previous duty manager or shift coordinator experience
- Experience in 4-5 star hotel environment
- Leadership or management training

- First Aid certificate
- Fire safety and emergency response training
- Additional language skills

4.3 Experience

Candidates must have substantial hotel experience with demonstrated progression to supervisory roles. Previous experience as a senior receptionist, front desk supervisor or similar role is essential. Must be able to demonstrate competency in handling complaints, managing teams and making operational decisions under pressure.

5. Working Conditions

5.1 Hours of Work

- Rotating shifts covering morning, afternoon and night shifts
- Regular work on weekends and public holidays
- Shift lengths typically 8-10 hours
- On-call availability may be required
- May need to cover additional shifts during staff shortages
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and walking throughout hotel for extended periods
- Conducting property inspections throughout shift
- Ability to respond quickly to emergencies
- Computer work for reports and system updates
- Clear speaking voice for communication and announcements
- Stamina for long shifts including overnight duty

5.3 Work Environment

- Professional hotel lobby and office environment
- Air-conditioned workspace
- Movement throughout hotel property
- Interaction with all hotel departments and levels of staff
- Fast-paced environment requiring multitasking
- High-pressure situations requiring immediate response
- Sole management responsibility during overnight shifts

5.4 Uniform and Presentation

- Professional business attire or hotel uniform

- Impeccable grooming and presentation standards
- Polished professional footwear
- Conservative, professional appearance
- Name badge and supervisor identification

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in hotels, motels and other accommodation businesses.

6.2 Classification Level

Hotel Shift Coordinators are generally classified under the award as:

- Level 4: Shift coordinator with supervisory duties over team members
- Level 5: Senior shift coordinator with broader operational authority

The specific classification level will be determined based on the scope of responsibilities, team size supervised and level of operational authority.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Evening work (after 7pm): Additional loading may apply
- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Overnight shifts: Night shift allowances apply

Refer to the Hospitality Industry (General) Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Demonstrate exemplary professionalism at all times
- Lead by example in service delivery and work ethic
- Maintain confidentiality of guest and business information
- Follow and enforce hotel policies and procedures
- Represent hotel management with authority and professionalism
- Arrive punctually and prepared for shift responsibilities

7.2 Leadership Standards

- Provide clear direction and support to team members
- Make fair, consistent decisions
- Address performance issues promptly and professionally
- Motivate and inspire team during challenging situations
- Recognise and acknowledge good performance
- Foster positive team culture and morale

7.3 Operational Excellence

- Maintain high standards across all hotel operations
- Take ownership of issues and see through to resolution
- Be proactive in identifying and preventing problems
- Make sound decisions balancing guest satisfaction and hotel interests
- Ensure smooth shift transitions through comprehensive handovers
- Maintain attention to detail in all aspects of operations

7.4 Communication and Collaboration

- Communicate clearly and professionally with all stakeholders
- Keep management informed of important issues and decisions
- Collaborate effectively with all hotel departments
- Provide constructive feedback to team members
- Listen actively to staff and guest concerns
- Document important information thoroughly

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting hotel and supervisory experience
- Cover letter demonstrating leadership capabilities and relevant achievements
- Copies of relevant certificates (hospitality qualifications, first aid)
- Contact details for two professional referees (including previous supervisors)

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview with front office manager
- Second interview with general manager

- Scenario-based assessment for problem-solving and decision-making
- Reference checks
- Police check

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the hotel.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____