

JOB DESCRIPTION

Job Title: Receptionist		Ref No:	JE Ref: G001(20)
Department: Education, Skills and Community Wellbeing	Band: 2	Location: Dumfries and Galloway	
Responsible To:	Senior Administrator / Duty Officer		
Responsible For:	N/A		
Job Purpose:	• Ensure high standards of customer care whilst providing an efficient reception and clerical support service e.g. dealing with customers face to face, electronic correspondence and over the phone, word processing, data entry, and filing in a Leisure and Sport facilities setting • Provide information on Leisure and Sport programmes to customers and sell key Leisure and Sport activities		
Main Responsibilities:	1. Deal with enquiries from colleagues and the public responding both over the telephone, electronically and in person to requests as required, in a friendly and helpful manner 2. Promote and provide information on the facilities programme of events, activities and memberships, and deal with bookings, sales and enquiries 3. Carry out a wide range of routine clerical duties associated with a busy reception environment e.g. data entry, taking payments		

Job Activities:	1. Deal with bookings and enquiries both over the phone, electronically and in person, efficiently and accurately, taking messages and transferring calls as appropriate, and providing the provision of reception and switchboard duties 2. Provide information to customers and potential customers in a clear, efficient, and welcoming manner 3. Take payment from customers using facility-based management systems and operating the computerised point of sale terminals 4. Undertake cash handling and processing of financial documents, including reconciling daily reception takings and preparing income for banking, using the Councils financial software and in compliance with the Council's financial procedures 5. Provide statistical information for the Team Leader as required using the Leisure Management System and maintaining the customer data bases through data input, data retrieval and filing in an accurate and timely way 6. Undertake clerical duties as required, including assisting in marketing the facility and providing input into publicity material preparation, photocopying, and the preparation of mail
------------------------	---

	7. Commit to and support the principles of continuous service improvements and quality management schemes 8. Assist in ordering supplies and equipment as requested through the Council's procurement systems and processes and distribute effectively 9. Keep the reception and foyer areas clean and presentable to ensure good first impressions to customers and stakeholders <i>The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.</i>	
Performance Management	• To manage your own performance and any staff you may be responsible for in accordance with the Council's values of Customer First, continuous improvements, openness and honesty, local decision making and team working. • To achieve the agreed performance targets detailed in the work plan and contribute to performance appraisal activities. • To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance. • To manage risk, promote risk awareness and prioritise work in light of the risk analysis. • To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users. • To take all reasonable measures to limit carbon emissions and reduce energy/ resource consumption when undertaking work activities.	
Prepared by:	Team Leader Leisure Facilities	Date: February 2019

Jan 2012 //HR