

JOB DESCRIPTION

Receptionist - Admin

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| GRADE | | L7/ L11 |
| RESPONSIBLE | To | Duty Manager |
| | For | N/A |

GENERAL DESCRIPTION OF DUTIES

To provide a co-ordinated, high quality, customer and sales orientated approach to the reception at the Larkfield Leisure Centre.

SPECIFIC DUTIES

1. To act as a point of 'first contact' to all users of the Centre making certain that good Customer Care practice is maintained, including the checking of all membership cards/ bands, collection of monies and providing an information service to users.
2. To efficiently operate the telephone system, ensuring that caller's enquiries be answered promptly, ensuring contact details are taken in respect of all membership enquiries and transferred to the relevant member of staff accordingly.
3. To maintain cash tills and sundry debtor accounts in respect of bookings and membership, issuing tickets and receipts as necessary.
4. To complete daily returns in accordance with the Trust's financial regulations.
5. To promote effective relationships with customers and members of the public, selling memberships and coordinating tours for customers in the absence of a membership advisor.
6. To proficiently process all till and booking functions utilising the computerised booking system.
7. To exercise control over all entries into the building ensuring that all due monies are collected.
8. To assist the effective health and safety management of all visitors and contractors into the facility.
9. To ensure that good communication is maintained with the administration department to ensure customer information is relevant and up to date.
10. To ensure that all Larkfield Leisure Centre stationery and publicity material is up to date, and displayed as required.
11. To proactively inform customers of the direct debit options, and pricing structure at Larkfield Leisure Centre.
12. Assist with the centre Banking and Direct Debit Management
13. Undertake general administration duties such as invoicing, bookings, customer enquiries and filing

SPECIFIC DUTIES Contd.

14. To co-ordinate and maintain the Centre's lost property procedure.
15. To work on a pre-arranged shift rota.
16. To assist in the sales and movements of Larkfield Leisure Centre's coaching courses.

This job description is not intended to exclude any task, which the post holder might reasonably be required to undertake.