



JOB DESCRIPTION

Receptionist

GRADE / SALARY		L7 / £17,778 to 19,215 Pro rata	HOURS	30
RESPONSIBLE	To	Duty Manager		
	For	N/A		

GENERAL DESCRIPTION OF DUTIES

To provide a co-ordinated, high quality, customer and sales orientated approach to all customers

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, 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 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, seeking to provide a sales-orientated approach as appropriate.
6. To process 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 ensure 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 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.

SPECIFIC DUTIES Contd.

12. To co-ordinate and maintain the Centre's lost property procedure.
13. To work on a pre-arranged shift rota

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