

JOB DESCRIPTION
Receptionist/Telephone Operator, Facilities
Vacancy Ref: N816

Job Title:	Part- time Receptionist/Telephone Operator	Present Grade: 3S
Department/College:	Facilities	
Directly responsible to:	Customer Service Manager	
Supervisory responsibility for:	N/A	

Purpose of job:

The Receptionist/Telephone Operator will be part of a small team responsible for providing a professional customer focussed image of the University through provision of the Reception, Switchboard and Helpdesk services.

- Manage and prioritise all day to day operations for the reception, switchboard and helpdesk services.
- Provide a professional first class customer focussed Reception service. Dealing with a wide variety of people and queries in a helpful and courteous manner, being sympathetic to the various needs of staff, students and visitors.
- Provide a highly organised and competent telephone operator service both internally and externally on all aspects of telecommunications to and from the University via the switchboard.
- Provide a professional, helpful and efficient customer service via the Facilities Helpdesk to allow the effective reporting and follow-up of Facilities faults, complaints and failures.

Major Duties:

As the first point of contact to all visitors to University House and the Facilities Helpdesk, you will respond proactively to queries via email, telephone and face to face. Excellent customer service skills, high levels of initiative and attention to detail and the ability to effectively multi-task are essential elements of this role.

- To receive and advise visitors, students and staff in a professional courteous and helpful manner.
- To pro-actively gather, monitor and maintain a calendar of information on University activities, events and services to ensure a customer-focussed response to all queries.
- Responsible for maintaining the professional appearance of the reception desk and visitor waiting areas. To ensure that information displayed is neatly presented, relevant, up-to-date and regularly replenished.
- To respond to and take ownership of calls from both internal and external customers in a timely, efficient and courteous manner.
- Maintenance of switchboard directory and any other miscellaneous tasks relating to switchboard functionality.
- To register all Facilities faults and requests via the Planon system from staff, students and visitors, and interfacing with relevant services to provide support and assistance with any subsequent follow-up queries.
- Email notifications of Planned Preventative Maintenance (PPM) and window cleaning to departments, resolve queries and liaise with customers, Facilities and contractors.
- To contribute new ideas and make suggestions for the continual improvement of services and procedures
- Covering annual leave, sick leave and University/Bank Holidays where appropriate within the Reception team.
- Carry out any other duties commensurate with the post as directed by the Customer Service Manager or deputy