

JOB DESCRIPTION
Receptionist

Job Title: Receptionist	Present Grade: 3
Department/College: Sports, Facilities	
Directly responsible to: Operations Manager (Customer Experience), Operations Supervisor	
Supervisory responsibility for: N/A	
Other contacts Internal: The post holder is required to liaise with a wide range of administrative and support staff including: <ul style="list-style-type: none"> • Facilities (all services) • People and Organisational Effectiveness • Marketing and Communications External: <ul style="list-style-type: none"> • All sport centre customers and visitors • Local teams & Clubs • National Governing Bodies • Suppliers • Contractors • External maintenance teams 	
Major Duties: <ul style="list-style-type: none"> • To ensure that visitors experience exceptional customer service, dealing with a wide variety of people in an efficient and helpful manner and be courteous and sympathetic to the needs of students, staff and visitors. • Manage and prioritise all day to day operations for the reception. • Communicate effectively at all levels of the organisation and with customers • To carry out a variety of reception and administration duties, via computerized booking system and provide general administrative support to the Sports Centre. • To handle money and the sale of tickets, sell memberships and secondary sale items. • To provide security through observation of customers entering and leaving the building. Check membership cards and challenge unauthorized entrance to prevent inappropriate use of the facility and provide control on the movement and safe passage of customers through reception • To proactively gather, monitor and maintain a calendar of information on Sports Centre activities, events and services to ensure a customer-focused response to all queries. • Responsible for maintaining the professional appearance of the reception. To ensure that information displayed is neatly presented, relevant, up-to-date and regularly replenished. • To deal with telephone calls and face to face enquiries from both internal and external customers in a polite and efficient manner. • To contribute new ideas and make suggestions for the continual improvement of services and procedures • To promote the sports centre Customer Care Policy and to integrate in their approach and delivery of services. • To adhere to the Sports Centre Normal Operating Procedures (NOPs) and Emergency Action Plans (EAPs). • To conduct any other duties as may reasonably be required, consistent with the grade of the post. <p>Receptionists will be required to work on a shift rota, which will include regular early morning, evening, weekend and Bank Holiday work.</p>	