



SHEFFIELD CITY TRUST

JOB DESCRIPTION

Job Title: Receptionist

Responsible To: Reception & Administration Supervisor

Place of Work: Based at a specific venue but may be required to work at any site where the Company operates should the need arise.

Purpose of Job:

- To operate an efficient and effective Reception area handling telephone calls, requests for information, sales, bookings, typing, etc.

Key Responsibilities:

1 Core Values

- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

2 Customer

- To establish and maintain excellent standards of customer care at all times.
- To ensure that every customer receives personal recognition throughout the whole sales process.

3 People

- To work as a member of the reception team, working proactively with other members of staff in all other areas of the business.
- To ensure that on a day to day basis that you are you are fully aware of your working obligations and that you are both reliable and punctual for your allocated shifts.
- To ensure your personal hygiene and uniform meets the standards set by the centre at all times.
- To attend relevant staff training set out by the centre's General Manager even if said training is outside of normal working hours.

4 Financial

- To undertake the responsibility of cash handling ensuring that security of monies is paramount and meets the company's cash handling policies and procedures.

- To be able to justify all cash transactions individually undertaken.
- To monitor unpaid bookings and complete the relevant administration.

Operations

- To ensure that reception team provide a quality support service to all departments by handling all customers, staff, messages etc with high quality professionalism at all times.
- To ensure that all emergency procedures are followed and controlled by Reception where necessary.
- Ensure that reception is welcoming at all times by keeping the area clean and tidy
- Assist the marketing department in encouraging the up-selling of all of the venues products by the department.
- Work along side the marketing department in order to provide the customer with up to date, relevant marketing information and offers

5 Key Performance Indicators

- Telephone calls should be answered within four rings
- Cash reconciliation should balance upon the completion of every shift

6 Health and Safety

- Adhere to the Company's health and safety policy and procedures at all times.
- To ensure the Centre complies with all current Health and Safety legislation.
- To report immediately any areas of concerns to either a line manager or Duty Manager.
- To report all defects/breakages to the line manager.
- Attend all health and safety training when required including outside normal working hours.
- To have up to date knowledge of all emergency procedures operated from Reception.