

## **JOB DESCRIPTION**

<b>Job title:</b>	Receptionist
<b>Department:</b>	Operations
<b>Reporting to:</b>	Head Receptionist / Administrator
<b>Status:</b>	Casual . as and when required. <b>Flexibility is required as the role involves working <u>some evenings and week-ends.</u></b>
<b>Purpose:</b>	To provide an effective reception and front of house service and provide exemplary customer service to all visitors to The International Centre.

### **Summary of Duties and Responsibilities:**

1. To meet and greet and act as the central point of contact for all customers and clients to the Telford International Centre in a professional and courteous manner.
2. To receive all telephone calls and re-route, forward and / or take messages as appropriate within a rapid response time.
3. To be fully conversant with the facilities and services of the Centre and to pass this onto guests as and when required and to maximize sales for the Centre.
4. To undertake general ad hoc reception duties including photocopying for staff and customers, franking and sorting of mail, signing for deliveries as appropriate, etc
5. To communicate both verbally and in writing to customers, suppliers, visitors and enquirers and relevant staff and respond clearly and effectively to requests.
6. To undertake general ad hoc administration duties for other departments as and when required.
7. To assist in the administration of the box-office booking service as and when necessary including taking telephone bookings, payments and issuing tickets within appropriate timescales.
8. To establish and maintain effective working relationships with co-workers and visitors to the TIC and behave in a friendly and hospitable manner.
9. To maintain regular attendance, punctuality, personal appearance and adhere to health & safety, hygiene and fire regulations and procedures.
10. To attend training as requested.

This job description is not exhaustive and duties and responsibilities will vary from time to time. The post holder may be required from time to time to carry out reasonable tasks requested by management.