



# South Tyneside Council

## BUSINESS AND RESOURCES

### JOB DESCRIPTION

**POST TITLE:** Receptionist  
**GRADE:** Band 3  
**RESPONSIBLE TO:** Leisure Development Officer

#### Overall Objectives of the Post:

To act as the first point of contact for customers, presenting a positive and professional front of house service. You will take responsibility for the smooth daily operations of the reception, managing customer enquiries, sales and efficient cash handling, to achieve excellence in customer service delivery.

#### Key Tasks of the Post:

##### *1. You will provide a positive service to customers. You will:*

- Greet, help and serve customers in a friendly and enthusiastic manner, providing excellent levels of customer service which will be regularly evaluated against our customer charter.
- Have exceptional knowledge and understanding of activity programmes, classes, membership packages and services that are on offer across the leisure buildings portfolio and actively promote these to increase facility income.
- Contact new and existing customers via phone, e-mail and face to face to increase membership sales/retention.
- Embrace the vision of every customer contact being a health improvement contact and signpost customers and visitors to lifestyle change opportunities.
- Assess and resolve, enquiries, requests and complaints at the first point of contact unless specialist knowledge or further investigation is required.
- Relay customer service and staff announcements via the centre public address system.
- Ensure customer information such as leaflets, timetables and brochures are maintained in sufficient quantities and in a presentable standard.
- Make recommendations to the Leisure Development Officer based upon customer feedback to improve service delivery and customer satisfaction.
- Receive and process payment for activity bookings and memberships utilising the leisure computerised management system.
- Reconcile cash in line with Council policies and procedures at the commencement and termination of each shift pattern.
- Control entry into the centre, issuing admission tickets and receipts where necessary.
- Monitor customer usage of facilities being particularly vigilant for anti-social behaviour, acts of vandalism and children/vulnerable adult's protection issues.

- Actively participate in keeping the building and its surrounding areas litter free.
- Assist with cash collection and reconciliation from coin operated machines.

**2. *You will be responsible for contributing to a great team. You will:***

- Fully participate in the performance review process and personal development planning.
- Act as relief in other areas of the leisure facilities operation where appropriately qualified to do so.
- Adhere to the requirements of the Data Protection Act in respect of confidentiality and disclosure of data.
- Be smart and presentable at all times and wear the correct uniform which complies with leisure portfolio standards.
- Undertake training as necessary in line with the development of the post and agreed with line manager.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Contribute positively to the effectiveness and efficiency of the teams in which you work.
- Participate in the induction and training of new facility staff to ensure a high level of competency is maintained.
- Fully understand the emergency evacuation procedures for the building in which you work.
- Protect the image and reputation of South Tyneside Council and its leisure portfolio by positively promoting and representing South Tyneside Council Cultural Services at all times.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: GS/KDS

Date: 14/01/2020