



# Role Profile

## Receptionist

## Pay Band 3

**Job Purpose:** To provide an efficient and friendly reception service to all Dolphin Centre customers which includes answering enquiries, taking bookings, payments and issuing tickets.

### What are you expected to do?

- Provide information for the public and answer enquiries on all contract activities, both in person and over the telephone.
- Operate a computerised booking system, taking bookings for all contract activities in person and over the telephone and the issue of tickets.
- Accurately count money at the end of a shift, check cash float, prepare money for reconciliation and assist the Duty Manager in reconciling any discrepancies.
- Issue hire equipment, selling sports and re-saleable equipment and record deposits.
- Take enrolments for courses and process course details in conjunction with the activity leaders and Duty Managers.
- Assist the Duty Manager and Supervisor in monitoring persons using the premises, in terms of age and suitability for an activity, and notify the Duty Manager if there is a problem.
- Recognise various alarm signals or lights situated at Reception and adopt the appropriate emergency procedure, including operating the PA System and telephoning the emergency services. Liaise with the emergency services on instruction from the Duty Manager.
- Contact schools, clubs or course members to resolve problems, usually upon instruction from the Facilities Support Manager or Duty Manager.
- Keep the reception area and foyer clean and tidy at all times. Ensure the foyer displays are up to date.

### What you need to be successful?

- Approximately 1 year's experience of working in a public facing environment.
- Previous cash handling and banking experience.
- Ability to work as part of a team and work on own initiative.
- Ability to communicate both orally and in writing to a range of audiences.
- Ability to organise work with minimum supervision.
- Ability to maintain accurate records.
- Ability to deal confidently with members of the public, colleagues and external organisations.
- Ability to apply accurate literacy and numeracy skills, to include spelling, punctuation, grammar, percentages and decimals.
- Ability to remain calm under pressure.
- Ability to communicate at ease with customers and provide advice in accurate spoken English.
- Flexible approach to working time arrangements to be available to work at short notice including evenings, weekends and Bank Holidays
- Committed to high standards of customer service.