

## **Receptionist Job Description**

<b>Job Title:</b>	Receptionist
<b>Responsible To:</b>	Executive Assistant
<b>Location:</b>	40-44 Eglantine Avenue, Belfast, BT9 6DX
<b>Hours:</b>	35 Hours per Week (9.00am-5.00pm)
<b>Salary:</b>	£18,327.40 per Annum

### **Overall Purpose of Post**

To effectively look after a busy Reception Area, providing the highest standard of customer care to staff, corporate clients, patients and members of the public. The switchboard is managed at Reception, so multi-tasking and attention to detail is essential within this role.

### **Main Duties and Responsibilities**

#### **Receive Visitors**

- Meet and greet visitors appropriately
- Determine visitors' needs in a professional manner
- Maintain Visitor's Register
- Offer refreshments to visitors where appropriate
- Direct visitor to correct person

#### **Answer Telephone Calls**

- Answer and direct incoming telephone calls in a timely and polite manner
- Clearly determine the purpose of the call and forward to the appropriate person or department effectively and efficiently
- Take and deliver messages accurately and completely - either emailed or via Teams
- Deal with queries and provide correct information
- Retrieve messages from the Night Mail Service and forward to the appropriate person
- Ensure the answer machine is operational when the office is closed and appropriate message recorded
- Answers questions about the organisation and provide callers with addresses, directions and other information

#### **Manage Mail**

- Check the outside post box on a daily basis
- Sort and distribute incoming mail

- Record income received onto a database
- Ensure outgoing mail is ready for collection in the afternoon
- Take delivery of parcels and letters and ensure that they are promptly dispatched to the appropriate person

### **Financial**

- Take and receipt donations from visitors where appropriate

### **Admin**

- Assist the Executive Assistant and various departments with administrative support as required i.e. drafting letters, maintaining databases etc
- Manage taxi bookings as required with pre-approved taxi company
- Train the admin staff on the use of the telephone system
- To undertake any other duties as may reasonably be required

### **Organise Meetings**

- Diary management of room bookings / appointments via Microsoft Outlook / SharePoint
- Set up meeting room with necessary stationery and equipment where appropriate
- Organise catering as required
- Ensure meeting rooms are kept in order

### **Reception Area**

- Ensure the Reception Area is neat and tidy

## Receptionist Person Specification

The Person Specification shows essential skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post.

	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>1 years' experience as a Receptionist or customer-facing role</li> </ul>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE Maths and English Grade C or above (or equivalent)</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>IT proficient, with the use of Microsoft Office (Word, Excel and Outlook)</li> <li>Good interpersonal and communication skills, both written and verbal</li> </ul>	<ul style="list-style-type: none"> <li>Teams</li> <li>SharePoint</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Must be able to carry out all relevant tasks as required within the job role</li> <li>Good organisational, multi-tasking and time management skills</li> <li>Needs to be flexible to adjust to changes required as the business adapts post-Covid</li> <li>Ability to work on own initiative as well as part of a team</li> </ul>	

This Job Description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.