

Job Description

Receptionist

Level: 3

Responsible To:

Duty Manager

Responsible For:

N/A

About the job:

As part of the Council's Leisure Services team, you will be responsible for having direct contact with customers whilst carrying out a broad range of duties in order to maintain a high standard of customer focused service, ensuring they can make full and safe use of the leisure facilities.

Role:

To continuously provide a high-quality service to all customers at the leisure centre in a polite and courteous manner, pro-actively providing information to promote the Centre to the public and responding positively to customer enquiries.

Regularly be the first point of contact with the organisation and give an excellent first impression and as such, be able to project a positive image of the organisation in the way service requests, enquiries and complaints are handled.

Provide ongoing support to colleagues and users of the centres in various areas and roles, including meeting and greeting centre users, taking bookings and payments, answering phone calls and emails from centre users and providing membership support, with a focus on frontline service delivery and better outcomes for customers

Responsible for cash handling, daily cash reconciliation, weekly vending income and security of all monies taken.

To follow direction of the Duty Managers and work collaboratively alongside colleagues.

To assist with monthly stock checks and replenish of display stock. Check accurate delivery of vending and retail goods.

Assist with the promotion of benefits of membership packages whilst having good knowledge of the terms and conditions of membership, and work towards improving service-related performance indicators, such as promoting the use of leisure cards. Liaise with customer and Duty Managers to resolve membership issues.

Apply knowledge of IT systems (Legend and Course Pro) and ensure GDPR regulations regarding data protection of customer's personal details and banking information are adhered to at all times when handling membership data.

To identify and resolve any customer problems or complaints in a positive and helpful manner. Deliver a consistent and reliable level of customer service that meets and wherever possible, exceeds customer expectations.

To adhere to health and safety, security and appropriate standards of behaviour when providing surveillance to all areas of the facility.

To maintain good housekeeping and cleanliness in all areas in support of the cleaner. Reporting any defects or faults to the Duty Manager and take immediate action to prevent customers being exposed to potentially dangerous hazards.

Comply with all aspects of the Emergency Action Plan (EAP) and Pool Safety Operating Procedures (PSOP), ensuring health and safety procedures and guidelines are adhered to at all times. Assisting in the safe evacuation of the premises.

Support all changes and service improvements to customers in a positive manner. Record and report both positive and negative, verbal and written customer feedback to Duty Managers.

Ensure that the Reception area has a wide range of up to date information on display and that adequate supplies of literature are available for customers.

To accept and securely handle lost property items, ensuring safe storage and appropriate controls are in place for returning to individuals.

Responsibilities:

Team:

- You will work with your colleagues to prioritise team objectives over individual objectives.
- You will support and respect your colleagues at all times.
- You will work together to share knowledge and experiences to improve your service.
- You will participate in development activities as required.

Corporate:

- You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
- You will actively engage with customer care, value for money and performance management.
- Your duties will be carried out in line with our equality scheme.
- You will be compliant at all times with GDPR and data protection legislation.
- Compliance and commitment to Council's Safeguarding Policies and relevant legislation
- You will constructively participate in communication and promotional activities.

Organisational:

- You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
- You will support an inclusive culture which provides opportunities for everyone to participate and progress.
- You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council's priorities and objectives are met.
- You will positively promote and represent the Council at all times.

What the successful candidate will have:

Qualifications

- A good standard of numeracy and literacy demonstrated through either qualification or previous experience
- Enhanced DBS

Experience

- Previous experience of working within the leisure industry or similar customer focused environment.
- Practical experience of following health and safety procedures and policies.

Knowledge

- General understanding of the leisure working environment, such as facilities, maintenance, health and safety and customer care.
- Knowledge of current safety requirements.

Skills & Abilities

- Excellent customer care.
- Great communication skills both verbal and written.
- Good IT skills
- Basic numeracy skills, e.g. cash transactions, count stock, read and understand measurements.
- Ability to follow direction and operate as part of a team to achieve results.

You will play a key part in our organisational culture:

FORWARD THINKING – Plans and prioritises effectively deciding what to do and what not to do.

RESPECT – Is visible and approachable with colleagues.

PROFESSIONAL – Demonstrates an awareness of the political context in which decisions are made.

PRIDE – Creates a positive and upbeat culture amongst colleagues.

ONE TEAM, ONE COUNCIL – Builds effective relationships outside their immediate team