

Job title	Facilities FOH reception	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

To work as part of the Front of House team in the delivery of tasks to fulfil the contractual requirements. To ensure that service delivery is maintained to SLA's and ensure that all activities are delivered in accordance with customer expectation.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Answering phone calls in an efficient and professional manner.
- Callers are to be announced when put through the relevant extension, with messages to be taken if the call cannot be taken at that time. All messages to have time, date, caller's name, company, contact no and reason for call, if appropriate. Messages must be passed to the recipient promptly.
- Greeting visitors and contractors ensuring all names and details are logged and recorded in the correct book on reception and notifying the appropriate member of staff. All visitors must have appointments and be accompanied at all times.
- To work as part of the Front of House team in the delivery of task to fulfil the contractual requirements.
- To project a professional and positive image at all times, to both internal and external customers.
- To ensure that processes regarding the access of staff and visitors into the premises are adhered to.
- To assist with meeting room bookings when required.
- To provide back-up administration support as and when required.
- To uphold and promote the good name of EMCOR UK at all times.
- To operate a clear desk policy and be responsible for general tidiness and housekeeping within the Reception area.
- To develop an understanding of EMCOR UK in order to improve personal contribution to the company and all staff interacted with.
- To carry out as requested any other office duties, which are normal custom and practice.

- To undertake sufficient training to ensure knowledge of the systems required to facilitate the position.
- To escalate all feedback for quick resolution.
- To communicate effectively with all colleagues to prioritise work and encourage excellent feedback.
- Management of day to day inventory and stock control.
- To load and unload deliveries if required and safe to do so.
- Monitor and respond to environmental system alarms within the unit.
- Collection, use of x-ray, sorting and delivery of post across site.
- Ensuring compliance with manual handling, risk assessments at all times.
- Reconfiguring meeting and conference room furniture and equipment as directed.
- To carry out PPM and reactive tasks as instructed.
- Provide assistance to third parties as and when required.
- Act upon reasonable requests and instructions from FOH Supervisor, Contracts Manager and Client.
- To work reasonable overtime as and when required.
- IT literate for spreadsheets, database and general word applications essential.
- Ability to multitask and work alone.
- Excellent communication skills and the ability to motivate others.
- Willing to learn new skills and can disseminate knowledge to other team members.
- Exemplary customer service skills
- Calm under pressure
- Effective organisational skills

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

Job Description

- Excellent telephone manner
- Good communication skills
- Smart, presentable appearance
- Use of own initiative
- Personable, approachable and able to work as part of a team
- Extensive reception experience
- Good switchboard skills
- Well organised with the ability to prioritise
- Good IT skills including Word, Excel and Lotus Notes

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
Job Grade		EMCOR Competency Level		Training Profile UTC	