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| Job title | Receptionist | Date May 2024 |
| Reports to (title) |  |  |
| Contract/Department |  | Revision xxx |
| Location |  |  |

Job purpose

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

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| To provide a professional and dedicated reception service, representing the customer as the first point of contact for all users of the building. |

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.

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| * Meet & greet all building users and visitors in a warm, prompt, and professional manner.
* To always project a professional and positive image to both internal and external customers.
* Develop and maintain excellent relationships with all customers and end users.
* Handling queries and complaints via phone, email and general correspondence
* Understand customer core business offering.
* Maintaining safety and hygiene standards of the reception area
* To operate a clear desk policy and be responsible for general tidiness and housekeeping within the reception area, ensure the area and its amenities are well presented, clean and well always stocked.
* Maintain visitor records to ensure accurate management information is available on request, including number of visitors to the building, department, and host details.
* Ensure all visitors to the building are made aware of the security and evacuation procedures.
* To carry out as requested any other office duties, which are normal custom and practices.
* Ability to provide general information about the premises and surrounding areas, taxi booking, nearby public transport, car parking, restaurants etc.
* Managing security and telecommunications systems
* To comply with instructions relating to security and confidentiality.
* Handling of incoming & outgoing deliveries.
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Resource responsibilities

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

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| none |

Person specification

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

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| * Previous working experience in a customer service environment is essential.
* Articulate and possess good interpersonal and communication skills. They will be able to display an ability to communicate with staff, colleagues and customers at all levels in both verbal and written form.
* Experience of visitor management, telephone, and helpdesk systems is beneficial but not essential.
* Able to work independently and as part of a team.
* Able to organise and prioritise workload.
* Proficient at using computers.
* Excellent people skills, including good listening skills and behavioral awareness with ability to build effective working relationships.
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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 ManagerSignature |  |
| Print Name |  |
| Date |  |

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| Job HolderSignature |  |
| Print Name |  |
| Date |  |

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| *FOR HR USE ONLY:* |
| *Job Grade* |  | *EMCOR Competency Level* |  | *Training Profile UTC* |  |