

Candidate Information

Position:	Customer Service Receptionist
School/Department:	Campus Food and Drink
Reference:	19/107830
Closing Date:	Monday 7 October 2019
Salary:	£16,736 to £17,682 per annum
Anticipated Interview Date:	Monday 21 October 2019

JOB PURPOSE:

Provision of a high quality and consistent 'first contact' customer service experience to internal and external customers of Riddel Hall.

MAJOR DUTIES:

1. Undertake a reception role at Riddel Hall, providing excellent customer service and act as the first point of contact to all internal and external customers and visitors.
2. Provide information and options to internal clients on conferences/events, room hire and catering rates in a timely and professional manner.
3. Operate the internal invoicing system to raise requisitions for invoicing ensuring that information is accurate. (P2P)
4. Deal with any routine requests, ensuring more complex enquiries are passed to the Conference and Booking Officer to ensure compliance with corporate policies and procedures, and with relevant legislation.
5. Carry out copy-typing, data entry, photocopying and filing as requested by the staff and partners at Riddel Hall which will include, The Leadership Institute, Queen's Management School, NICPLD and The Institute of Directors.
6. Organising building maintenance through Planon and communicate with relevant suppliers and central departments such as Purchasing and Estates.
7. Undertake routine daily tasks including opening and distributing mail. Prepare and make arrangements for outgoing mail.
8. Carry out any other duties, appropriate to the post, as may be reasonably requested by the Riddel Hall Manager, The Leadership Institute, Queen's Management School, NICPLD and The Institute of Directors.

Planning and Organising:

1. With instruction from the Conference and Bookings Officer prepare materials to assist in the effective organisation of external and internal activities.
2. Carry out duties related to the post according to detailed instructions and under direct supervision to ensure work is completed to time and to an appropriate standard.
3. Clarify work instructions as necessary and raise concerns and problems, to the Conference and Bookings Officer.

Resource Management Responsibilities:

1. Monitor and maintain stock levels of University literature and other informative materials within the Riddel Hall Reception, liaising with relevant University staff to ensure resources are available as required.
2. Responsible for the safe-keeping of equipment, keys, and other items within Reception.

Internal and External Relationships:

1. Communicate with University colleagues on a daily basis in dealing with customer enquiries, and know who to contact to seek information needed to carry out work.
2. Receive visitors and provide/request basic information to staff, students and public in a courteous and correct manner, to promote a positive image of the Directorate and the University.

ESSENTIAL CRITERIA:

1. A minimum of 5 GCSEs Grade C or above (or equivalent) to include Maths and English Language or NVQ L2 Administration (or equivalent).
2. A minimum of six months' relevant reception experience in a customer service environment.
3. Managing and developing customer relationships by telephone, email and in person.
4. Up to date knowledge of a wide range of IT systems including databases, MS Word, Excel, Outlook, the Web.
5. IT Literacy and basic knowledge of computer packages including Microsoft Office. Familiarity with e-mail and internet.
6. Good oral and written communication skills and ability to handle challenging situations in a patient and calm manner.
7. Excellent interpersonal and customer service skills.
8. Ability to work independently and as part of a team.
9. Accuracy and ability to follow instructions.
10. Flexible, willing to adapt to new tasks and duties.
11. Understand the need to work with discretion and confidentiality, ensuring data is managed in accordance with data protection legislation

DESIRABLE CRITERIA:

1. 1 year's experience in a customer service role, working within a conference centre, hotels or arts venue.
2. Knowledge of the relevant systems and procedures, etc, plus a wider appreciation of the relevant area of the University/work.