

## Candidate Information

**Position:** Receptionist  
**School/Department:** Queen's Sport  
**Reference:** 23/110934  
**Closing Date:** Monday 12 June 2023  
**Salary:** £21,761 - £22,197 per annum pro rata plus 18% Shift Allowance  
**Anticipated Interview Date:** Thursday 22 June 2023

### JOB PURPOSE:

To work as part of the Customer Services team within a sports complex providing a courteous, efficient and effective service to students and users at the reception desk and by telephone. Most posts involve working as part of a regular shift covering the relevant building opening hours (Queen's Physical Education Centre or Upper Malone). Where required to work a shift basis over 7 days, shift allowance will be paid.

### MAJOR DUTIES:

1. Provide a service to customers, both face to face and via telephone, ensuring that all bookings, memberships, hiring, courses and other appropriate procedures pertaining to the operation of reception are adhered to (e.g. administrative/financial/amend and update relevant promotional literature displayed and/or on website and a clean and tidy reception area).
2. Responsible for controlling access to the Centre via the main Reception area and access to the car park via the remote control barrier. Report faults to ensure repairs are carried out quickly.
3. Operate computerised booking and POS system including recording and monitoring all relevant information in relation to bookings and usage.
4. Actively promote the services and membership packages on offer. Input membership details onto a database and produce membership cards.
5. Ensure that all equipment available for hire is maintained and repaired and that items required for sale are well stocked.
6. Ensure that all incidents, equipment breakages, lost property and other issues are recorded and dealt with appropriately.
7. Ensure that the health, safety, and welfare of customers and staff are given the highest priority and to deal with emergencies when they arise in accordance with the Universities procedure.
8. Process enrolments for classes, courses and summer scheme and record extra names on a waiting list.
9. Reconcile all payments, completing the relevant documentation in accordance with the Universities procedure, e.g. vending, secondary income.
10. To support all routine general office duties, e.g. filing, mail outs and photocopying.
11. Deal appropriately with peoples' queries, comments and complaints in consultation with duty manager and in line with relevant procedure.
12. Adhere to the QUB Data Protection, Cash Handling, PCIDSS policy and Health and Safety policies.
13. Contribute to the University's Carbon Management Plan and Carbon Reduction Policy and encourage all team members to recycle appropriate items and reduce energy consumption, in line with objectives set by Queen's Sport. Play an active part in team goals in relation to carbon reduction and bring new ideas and initiatives to the Queen's Sport Green Impact team, through engaging with those staff members who are members of the committee.
14. Carry out any other duties which are appropriate to the post as may be reasonably requested by Development Officer/Team Leader.

### ESSENTIAL CRITERIA:

1. Secondary School education (e.g. 5 GCSE level or NVQ 2 Administration or equivalent).
2. A minimum of one year's relevant work experience (in the last three years) in a high volume front of house environment.

3. Knowledge of the relevant systems and procedures including H&S requirements plus a wider appreciation of the relevant area of work.
4. IT Literacy and basic familiarity with computer packages eg Microsoft Office.
5. Good level of numeracy and literacy skills.
6. Interpersonal and customer service skills to communicate straightforward information with customers and others.
7. Exceptional oral and written communication skills. Ability to deal with awkward situations tactfully and use initiative appropriately when required.
8. Ability to have a flexible approach in order to meet the demands of the business in accordance with shift rotas.

**DESIRABLE CRITERIA:**

1. ECDL or equivalent qualification.
2. Welcome Host or an equivalent customer care course.
3. Experience of using a computerised / POS / membership / booking system such as MRM.
4. Cash handling experience.
5. Experience working in leisure or service related industry.
6. Experience of operating a switchboard system.
7. Experience of dealing with customer complaints.

**ADDITIONAL INFORMATION:**

This is a part time permanent post for 20 hours per week. Where required to work a shift basis over 7 days, an 18% shift allowance will be paid.