



Casual Reception Post

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.

MAJOR DUTIES:

- 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).
- 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.
- Operate computerised booking and POS system including recording and monitoring all relevant information in relation to bookings and usage.
- Ensure that all equipment available for hire is maintained and repaired and that items required for sale are well stocked.
- Ensure that all incidents, equipment breakages, lost property and other issues are recorded and dealt with appropriately.
- 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.
- Reconcile all payments, completing the relevant documentation in accordance with the Universities procedure, e.g. vending, secondary income.
- To support all routine general office duties, e.g. filing, mail outs and photocopying.
- Deal appropriately with peoples' queries, comments and complaints in consultation with duty manager and in line with relevant procedure.
- Adhere to the QUB Data Protection, Cash Handling, PCIDSS policy and Health and Safety policies.
- Carry out any other duties which are appropriate to the post as may be reasonably requested by Development Officer/Team Leader.

Resource Management Responsibilities:

- Facilities - Security internally of building and the external car parks. Report faults to TLs ensure repairs are carried out quickly.
- Ensure the health, safety and security of members and staff using the centre.

ESSENTIAL CRITERIA:

- A minimum of one year's relevant work experience (in the last three years) in a high volume front of house environment.
- IT Literacy and basic familiarity with computer packages eg Microsoft Office.
- Good level of numeracy and literacy skills.
- Interpersonal and customer service skills to communicate straightforward information with customers and others.
- Ability to have a flexible approach in order to meet the demands of the business in accordance with shift rotas.

DESIRABLE CRITERIA:

- Experience of using a computerised / POS / membership / booking system such as MRM.
- Cash handling experience.
- Experience working in leisure or service related industry.
- Experience in dealing with customer complaints

Send your CV to Joe Bannon

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