

## JOB DESCRIPTION

Job Title:	Receptionist	Department:	FOH
Position type: (eg full-time, part-time, casual)	Part-time & Casual	Reports to:	Member Services Manager
		Direct reports:	Not applicable

### Key Competency areas

All job roles at the Club have four key competency areas which define the way we behave and contribute to the success of the business:

#### Customer Service

Make customers feel valued by listening and responding in the appropriate timeframe. We may not know all of the answers to the questions but we will go the extra mile to find them out. We understand that our customers and our colleagues all have something in common with ourselves, we all are all human and share feelings so it is important to treat each other as you would expect to be treated.

#### Leadership

We all aim to be leaders and to inspire others. We lead by example and understand that our effectiveness as Leaders is governed by the actions that we take and how these actions are viewed by internal and external customers. All staff strive to set a positive example in their daily lives.

#### Communication

We understand that positive communication and using honest appreciation of other achievements in a variety of formats is essential to successful leadership. Being a good listener and being able to talk in terms of the other person's interest is key to understanding customer needs and outlining expectations.

#### Commercial Understanding

We understand that all decisions impact the business and we continually assess how they affect customer service, our ability to lead by example and the effectiveness of how we communicate our expectations. We understand the importance of each action and ensure that no opportunity is wasted.

### Job Description

To provide an efficient, courteous and consistent first point reception service to all customers, including pupils, while taking care to protect the interests of the Club, particularly regarding the taking and handling of money, maintaining registers and records.

To be responsible for stopping and asking for the identity of all individuals coming into the building.

Safeguard and promote the welfare of children and young people by ensuring adherence to relevant Club procedures regarding Child Protection.

Recording the presence of visitors in the building and providing visitors passes. Communicating the arrival of visitors to the appropriate member of the team. Ensuring that visitors do not move around the building unaccompanied whilst waiting collection.

Greet customers, whether in person or on the telephone, courteously and be helpful in answering their queries, with a positive and professional approach.

To be the focal point of contact for all staff during the Fire Evacuation process, ready to take the required action for emergency procedures in a drill, false alarm and real emergency.

Ensure Child Protection Procedures are undertaken appropriately at all times and with specific regard to the segregation of members and CH pupils within changing facilities.

### **General**

Ensure all telephone calls at Reception are answered by the third ring and are managed on a timely basis so that service is not compromised for customers at Reception.

Manage busy periods quickly and efficiently ensuring that there is not a compromise in customer service if a queue forms.

Ensure that Reception is never left unmanned by taking responsibility for organising cover.

Ensure the Reception area is presented professionally in a clean and tidy condition. Ensure Reception is manned or attended by no more than three people only at all times.

Sell courses, equipment and membership and where possible, ensuring that the right level of information is given to prospective members and ensure that potential leads are forwarded to the membership team so that they can be followed up.

Liaise with members to take photos for ID purposes, ensuring records are up to date for new and existing members.

Sort incoming post and distribute in a timely manner and assist with a variety of tasks such as filing, photocopying, telephoning, and mail shots.

Oversee the Lost Property procedure ensuring that items are recorded and stored appropriately and returned as appropriate.

Provide sports equipment to school pupils as required ensuring compliance with the appropriate record/return system.

Hand over/exchange all necessary information to colleagues during shift change.

### **Cash Handling**

Comply with appropriate security measures of the tills, ensuring that till tops are closed down at the end of each transaction.

Record cash and cheque transactions accurately. Follow accuracy checking procedures with Duty Manager as required. Reconcile daily takings at the end of each shift.

Escalate incidents relating to refunds and voids to the Duty Manager for their input/record and final decision.

Empty vending machines of cash when accompanied by a Duty Manager and incorporate into the till and record the details appropriately on the central BCS computer drive.

### **Membership**

Assist with membership administration and handle membership queries professionally ensuring that paperwork procedures are complied with in line with set objectives for this area.

Communicate effectively and efficiently between Membership and Reception departments.

Ensure that when taking messages regarding cancellation of memberships the reason is recorded and passed on to the membership team so that the matter can be followed up appropriately.

Explain to members politely and considerately if their subscription payments are outstanding either by telephone or on a face to face basis as required. If necessary refer queries to Membership department.

Update notices and signage ensuring all have up to date information and all are standard (with company logo).

Updating member comment spreadsheet.

### **Bookings**

Maintain accurate records in course registers of names, payments and other details ensuring other members of BCS are adequately advised.

Take and record a variety of short term bookings including squash, badminton, tennis, and school requirements, referring all other bookings to the Bookings Administrator.

Liaise with customers regarding the Children's Party service, providing appropriate information regarding the themes available, taking and confirming bookings, completing relevant paperwork and providing input into organising appropriate equipment.

Ensure at all times that party booking details are communicated to the Children's Activities Co-ordinator and the Bookings Co-ordinator in a timely manner.

Contact Party team staff to provide details of forthcoming meetings or training when asked by the Children's Activities Co-ordinator to do so.

### **Health & Safety**

Attend and contribute to Reception meetings and other Club meetings including taking responsibility for representing Reception staff and chairing the Monday Morning Meeting when required.

Ensure notice boards and literature in the Reception area and foyer are up to date, tidy and contain appropriate information in liaison with other departments as required.

Observe Health and Safety and Fire regulations.

Comply with Company policies.

Attend staff meetings and training as required.

Safeguard and promote the welfare of children and young people by ensuring adherence to relevant Club procedures.

### **Person Specification:**

A good general education up to at least GCSE standard.

### **Essential qualifications required:**

**Date last updated:**

Date: January 2016

**Updated reviewed by: HR/LM/Individual**