

South Downs Leisure

IDENTIFICATION OF JOB

JOB TITLE	Receptionist
JOB NUMBER	TBC
TEAM	Reception / Admin
WORKING BASE	Worthing Leisure Centre
RESPONSIBLE TO	Admin Manager

OVERALL PURPOSE OF JOB

- To provide a professional and customer focused, front of house, reception service, utilising the extensive resource of the Legend booking system.

MAIN RESPONSIBILITIES

Organisational duties

- The nature of the receptionist duties will mean constant contact with the public, and the return of satisfied customers is vital to the success of South Downs Leisure. A major factor in this success will be the quality of Customer Care given at reception. You must therefore pay particular attention to this area.
- Any verbal or written comments received need to be logged on the relevant system

Job Specific duties

Cash handling

- The use of the till and the correct allocation of income
- The issuing of receipts
- The receipt of account payments

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- The reconciliation of all income received as laid down by South Downs Leisure Cash Handling Guidelines.

Telephone

- The acceptance of telephone bookings
- The answering of general enquiries
- The routing of all incoming calls to extensions

Bookings

- To learn and operate the Clarity booking system
- To deal with all bookings and cancellations
- To book all courses and deal with any necessary paperwork and waiting lists

Goods for Resale

- To ensure resale stock is displayed neatly and replenish as and when required

Ticket Sales

- To sell tickets for special events and reconcile all ticket sales

Memberships

- To register all new memberships onto the system and issue appropriate cards
- To register all non-members under data capture

Meetings

- To attend reception meetings when required
- To attend bi – monthly 1-2-1 meetings

Customer Service

- Respond to customer enquiries via email/face to face.
- Ensure that a high level of customer service is maintained by being helpful, courteous and knowledgeable about products available across South Downs Leisure sites



South Downs
Leisure

www.southdownsleisure.co.uk

South Downs Leisure

- Provide a welcoming and efficient customer service
- Seek to build customer loyalty with regular visitors

General

- Provide a high quality service throughout all areas of work (including seeking areas of continuous improvement and development)
- To undertake other duties appropriate to the post that may be requested from time to time by the Administration manager
- To use the public address system for public announcements and to contact members of staff.
- To use two way radios to contact other members of staff
- To answer all general enquiries concerning the running of the Centre e.g recreation, programmes, courses, special events etc. and to hand out the necessary literature where possible.
- To handle initial enquiries with regard to lost property.
- The necessary cleaning of any equipment in the reception area i.e computers, telephone etc and to maintain the tidiness of the area behind the desk.
- To learn the correct procedure for the evacuation of the building
- To photocopy forms for use on reception when required
- Any other such duties as directed by the Administration Manager.