



## **Part time/casual Receptionist**

### **Post Summary**

The role involves working in a busy front of house reception desk. To ensure a high standard of customer care to all students, staff, graduates, public members and guests that enter the building. Working over a 7 day week Monday – Sunday must be flexible with working shift work. A minimum of 20 hours – 39 hour week.

#### **1. Principal Duties: Receptionist**

- a) To greet members and guests on arrival in a warm, welcoming & friendly manner
- b) Have knowledge of Gladstone booking system (Desirable)
- c) Provide friendly & efficient service for both members and guests
- d) Attend to all incoming calls in a professional and polite manner
- e) Follow all opening, closing procedures and cleaning duties
- f) Identity checks for all users that enter the building
- g) Handling of cash; cash register/ computer till/bookings
- h) To ensure booking procedures for indoor, outdoor areas such as halls, classes, courses and outdoor areas, mainly via the computerized bookings system
- i) Issue of hire and sales items
- j) Deal with any sales of memberships inquiries
- k) Taking tours around the sports centre
- l) Day to day administration
- m) To deal with any customer complaints in a professional manner and to notify management of these
- n) Check all e-mails each morning and throughout the day

#### **2. Building security and supervision**

- a) Reporting repairs to the duty manager
- b) Follow emergency procedures
- c) Follow all normal operating procedures
- d) Health & Safety procedures

#### **3. Miscellaneous duties**

- a) Control of notice boards
- b) Opening and closing procedures of reception
- c) Locker hire
- d) Lost property
- e) Audio-visual equipment



f) First aid (Desirable)

Finally to carry out any other duties that may be required deemed appropriate to the grade and nature of the post, by the Duty Manager.

Criteria	Essential	Desirable
<b>Qualifications / Attainments</b>	Excellent customer care skills	Galdstone booking system trained. First Aid.
<b>Work Related Experience</b>	One year's reception experience ideally in the leisure industry	Experience in the sports/leisure industry
<b>Skills, abilities and special attributes</b>	Flexible approach to working hours; High customer care standards.	
<b>Interests</b>	Health, Sport and fitness activities.	Awareness of current trends and issues in leisure and recreation industry.
<b>Personality</b>	Pleasant, enthusiastic, energetic and friendly.	

### Application Procedure

Candidates should submit full curriculum vitae to include the names and contact details of 2 referees (email addresses and a contact number if possible) together with a cover letter (1x A4 page) that specifically address the application procedure set out above.

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