

# RECEPTIONIST - CUSTOMER SERVICE TEAM

**Description:**

If you enjoy working with people in a busy and varied environment then the customer service team at Centre AT7 wants to meet you.

We are searching for energetic and enthusiastic individuals to work front of house in one of the city's busiest leisure centres. You will form part of the reception team delivering exceptional customer service ensuring that our customer's first impression of the organisation is a positive one.

The successful applicant will possess strong interpersonal skills both written, on the telephone and face to face with customers and clients. You will also be familiar in the use of a computer.

You should ideally be available through a mix of daytime, weekends and evenings covering team absences in reception.

**Benefits include:**

- Free use of our facilities over three sites (Xcel Leisure Centre, Alan Higgs Centre & Centre AT7)
- Excellent training and development prospects

**Location:**

Centre AT7

**Hours:**

Casual

**Hourly Rate:**

£7.18 (topped up accordingly with the National Living Wage)

For an application pack and to apply online please visit [www.covsf.com/jobs](http://www.covsf.com/jobs) and complete the main application form.

Closing date for applications: 15<sup>th</sup> August 2017

Coventry Sports Foundation is an equal opportunities employer.  
A DBS Check will be required for the successful candidate.



## Employment Specification

**Job Title:** Receptionist – Customer Service Team

**Job Purpose:** To co-ordinate bookings, admissions and general enquiries as the first point of contact within the organisation.

**Responsible To:** Centre Manager

### **Main Tasks:**

- Promote exceptional customer standards at all times with contact through email, telephone or face to face
- To accept and process bookings for the various facilities within the guidelines of the relevant procedures.
- To constantly monitor activities alongside the scheduled bookings and inform staff as to sessional and changeover requirements.
- To operate the cash register for activity admission whilst ensuring that discount cards are shown by people wishing to pay concessionary rates.
- To ensure that payment records and accounts for activities are maintained within the respective files.
- To reconcile the cash register and takings at the end of each shift.
- To ensure the appropriate levels of admittance to those sessions and classes that have limited availability.
- To process Priority Card and Passport to Leisure applications.
- To deal with all telephone enquiries using standard operating procedures and record messages on behalf of staff who are unable to take calls using internal e-mail system.
- To process the daily postal deliveries, ensuring that staff receive incoming mail promptly.



- Input memberships onto the computerised booking system and ensure that supplementary information is accurate and detailed
- To ensure that all visitors adhere to the procedures for signing in and out of the premises.
- To regularly update and file all records kept at reception.
- To monitor and maintain the cleanliness and appearance of the reception area at all times.
- To ensure that adequate levels of information leaflets are produced and displayed within the reception area.
- To attend training/refresher courses as are appropriate to maintain standards of good practice.
- To assist in emergency situations in accordance with the procedures detailed in the Foundation's Health & Safety policy.
- To attend any relevant meetings as appropriate.
- The employee will be required to work and carry out the tasks as defined in the Employment Specification at a range of sites that are either operated or managed by the Foundation.
- To be involved in any aspects or opportunities for sharing of good practice, expertise and responsibilities between the facilities of the company.
- To generally help promote the work and public image of the company, by always maintaining high standards of personal appearance and adopting a friendly but professional approach to the public.
- To undertake other duties, as specified by Line or Senior Management which are appropriate to the level and general responsibilities of the post.

This job description is neither exhaustive nor exclusive and may be reviewed in the future depending upon operational requirements and staffing levels.

## Person Specification

### Receptionist/Customer Service Team

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Working knowledge and experience within a reception environment.</li> <li>• Basic IT knowledge and literacy.</li> <li>• Experience of cash handling.</li> <li>• Knowledge of Microsoft Excel and Word.</li> </ul>	<ul style="list-style-type: none"> <li>• Basic knowledge of daily procedures or work experience within a leisure facility.</li> <li>• Knowledge of electronic booking systems.</li> <li>• Health and safety.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to work under pressure.</li> <li>• Ability to work as part of a team and under own supervision.</li> <li>• Good standard of literacy and numeracy.</li> <li>• Excellent communication skills.</li> <li>• Excellent customer care skills.</li> <li>• Ability to handle customer complaints in an appropriate manner.</li> <li>• Good organisational skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer care certificate.</li> <li>• First aid qualification.</li> <li>• Ability to identify and resolve problems in communication that may arise when dealing with customers with special needs.</li> <li>• Organisation skills.</li> <li>• Decision making.</li> <li>• Marketing/selling experience.</li> </ul>
<b>Attributes</b>	<ul style="list-style-type: none"> <li>• Approachability to staff and customers.</li> <li>• Good level of self-motivation.</li> <li>• Show a flexible approach to work.</li> <li>• Provide support to others.</li> <li>• Good listener.</li> <li>• Adaptable and approachable.</li> <li>• Enthusiastic to assist</li> </ul>	<ul style="list-style-type: none"> <li>• Desire to further training and career development prospects.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to work unsociable hours/weekends</li> </ul>	<ul style="list-style-type: none"> <li>• Able to work additional hours to cover absence</li> </ul>