

## JOB DESCRIPTION


### General Information

<b>Job Title</b>	Receptionist	<b>Reporting To</b>	Duty Manger
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### General Purpose

To provide a professional front of house service ensuring all customers and visitors to the facility receive the best possible service in accordance with service standards.

### Key Deliverables

- To provide excellent customer service at all times – both in person and by telephone
- To be responsible for the collection of monies and cashing up in accordance with set procedures
- To operate the centres till systems, take and process payments and receipts
- To carry out basic administration tasks as necessary to assist business outcomes
- To maintain a knowledge of services offered by Vivacity and confidently communicate them to customers
- To answer telephone calls promptly in a professional manner
- To record suggestions and/or  complaints from members or visitors and inform the appropriate persons



### Requirements – Experience

- Experience of cash handling
- Experience of receiving and checking goods
- Experience of working within a busy customer orientated environment
- Experience of administrative tasks
- Ability to multi task


### Requirements – Qualifications

- A good secondary school education and good with Maths and English

### Requirements – Personal Characteristics

- Commitment to excellence in customer service and a can do attitude
- Good oral and communication skills 
- Customer focused attitude
- Ability to work flexibly to carry out the requirements of the post
- Ability to positively deal with a variety of situations
- Commitment to equality
- Excellent professional appearance and dress code 

### Other Points

- Flexibility in working, including evening, weekend and Bank  holiday working on a shift rota basis
- Able to travel to any Vivacity facility and undertake work as necessary
- The above duties and responsibilities do not include or define all tasks that may be required of the post holder
- The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed
- The Health & Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such equipment as provided must be used
- Vivacity aims to be an Equal Opportunities employer and has Equal Opportunities Policies with which you are expected to comply at all times

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