**Delamere Park Management Ltd**

**Job description**

**Job title:** Zero-Hour Receptionist

**Reports to:** Head of Office Services and Office Assistant

**Location of job:** The Clubhouse, 59 Delamere Park Way West

**Hours of work:** Cover as needed between3pm - 8pm Weekdays and 10am – 8pm Weekends. Availability at these times is essential. Cover during school holidays may be required.

|  |
| --- |
| **Main Purpose of the Job** |
| To provide holiday and sickness cover for the reception team |

**General requirements**

* To understand fully, and have a commitment to, carrying out the aims and objectives of Delamere Park Management Ltd (DPML).
* To act and work in accordance with the DPML policies and procedures to provide an efficient and high quality of customer service for the residents of the Park.
* To handle all confidential and personal information in accordance with the Data Protection Act (2018).
* To be flexible to work as needed

**The job will involve**

* Excellent customer service
* Meet and greet at the front desk
* Ensuring that all clubhouse users either fob/card in or sign in electronically
* Answering the reception telephone to take bookings and answer general questions
* Actioning requests and taking messages/forwarding enquiries to office staff if needed
* Making tea and coffee for clubhouse users
* Reading and responding to emails in a timely and professional manner
* Managing the till, recording sales, handling money accurately and cashing up at the end of each shift
* Carrying out stock checks and reporting low stock levels to the office
* Taking tennis and squash bookings
* Issuing DPML forms and documents to residents both physically and electronically
* Carrying out park room and kitchen checks before and after use by residents or community groups
* Issuing DPML keys and ensuring their return
* Using the DPML camera as required for access photos
* Making good use of the computer and DPML databases to ensure accurate record keeping
* Updating the electronic diary with provisional room bookings, community group events etc to ensure accurate diary management
* Forwarding room booking forms/access applications/property change requests to the office staff once initial checks have been completed
* Adherence to DPML first aid and fire safety plans and to acting as the point of contact/fire warden whilst on duty
* Logging any building faults and maintenance issues on the DPML database
* Keeping all notice boards and bookshelves organised
* Selling event tickets and raffle tickets on behalf of community groups
* Carrying out general administration tasks such as printing/scanning/filing for both business needs and residents
* liaising with DPML colleagues to ensure the smooth functioning of the business and to work as part of the team
* Carrying out locking up procedures at the end of the day
* Adherence to data protection law and the handling of confidential personal data at all times

Being available for evening and weekend work is essential

Experience with Outlook, Microsoft Word and Microsoft Excel is required – training for this role will be provided

**Personal Specification**

To be/have:

* Excellent customer service skills
* The ability to work calmly in a busy environment
* The ability to successfully multi-task and take ownership of your work
* Excellent communication skills both written and verbal
* Experience with Outlook, Microsoft Word, and Microsoft Excel
* High attention to detail in all aspects of your work
* Excellent time keeping and time management skills
* The ability to work well as part of a team and be supportive towards colleagues whilst being confident working independently
* An adaptability towards work and a keenness and willingness to learn new skills
* A commitment to follow company procedures
* The ability to empathise and communicate with a diverse range of individuals
* The ability to build professional relationships effectively, both in the immediate team and wider customer base.

Please Note: This Job Description is neither definitive nor restrictive