UNIVERSITY OF EDINBURGH

1. Job Details

Job title: Receptionist
School/Support Department: Accommodation Services
Unit (if applicable): Business Development and Occupancy
Line manager: Assistant Manager, Reception

2. Job Purpose

To be responsible, to the Assistant Manager of Reception. Working as part of a team the post holder is responsible for assisting in the delivery of a wide range of Reception and customer services to over 5,000 students and 30,000 conference and vacation guests annually. Whilst the role is predominantly based in Reception they will assist with a full range of other duties where appropriate.

3. Main Responsibilities

1. Customer service
   Ensure all customers visiting the Reception Centre are dealt with in a friendly and welcoming manner and provided with helpful and professional assistance.

2. Policies and Procedures
   Adhering to a range of policies, procedures and standards in support of a professional, customer-focused reception service.

3. Housekeeping
   Ensuring the appearance of the Reception centre is maintained to the required standard.

4. Cash Handling
   Adhere to cash handling procedures ensuring any discrepancies are reported immediately.

5. Security
   Maintain effective control of Edinburgh University owned and managed flat, master, office and bedroom keys held within the Centre.

6. Administration
   Undertake various clerical tasks including filing, photocopying, mail handling, word processing and maintaining records.

7. Systems
   Operating computing systems including Word, Excel, Outlook and several in-house systems.

4. Planning and Organisation

Scope for planning is limited as the majority of work will either be generated by the needs of customers or directed by the Senior Receptionist or Assistant Manager of Reception.
5. Problem Solving

Wherever possible the postholder will be expected to deal with customer requests, problems in the first instance. This will include solving problems and providing information and advice on a wide range of accommodation and any other issues.

6. Decision Making

- Resolution of customer queries and complaints wherever possible.
- When to refer queries and or complaints to a senior member of the team.
- Accept routine, walk-in bookings and allocate accommodation accordingly.

7. Key contacts/Relationships

- Customer – Students, parents, visitors and staff. Either in person or by telephone or e-mail.

8. Knowledge, Skills and Experience Needed for the job

- The Postholder will be educated to an appropriate level and /or be able to demonstrate the necessary skills and experience.
- Should possess leadership qualities as occasional supervision of other members of the team is required.
- Experience of working in a busy customer service environment is essential as is the use of IT systems.
- Excellent communication and interpersonal skills.

9. Dimensions

- Provide support and customer care to around 5,000 students and over 30,000 commercial guests annually.
- Supervision of temporary staff over the commercial period on an occasional basis.
- Work will be allocated on a daily basis by the Senior Receptionist or Assistant Manager of Reception, on occasion the Receptionist will be required to work without direct supervision.

10. Job Context and any other relevant information

The ability to adapt from working in a student services reception to that of a 2,000 bedroom hotel and conference facility.