Job Description

1. Job Details – 004

Job title: Receptionist
School/Support Department: Finance Department, Corporate Services
Unit (if applicable):
Line manager: PA to Finance Director

2. Job Purpose

Establish and maintain the smooth day to day running of the reception to provide an efficient and effective welcome and telephone service to Charles Stewart House and the University.

3. Main Responsibilities

1. Reception duties – First point of contact for visitors to Charles Stewart House. Responsible for greeting colleagues, students and other visitors in a pleasant manner in face to face situations. Keeping a record of all visitors to the department and issuing passes. Dealing with visitors in a helpful and friendly manner, providing a professional customer focused service which ensures visitor’s needs are met.

Approx. % of time
35%

2. Answering the phone - Dealing with all enquiries and transferring calls to the correct department by telephone.

20%

3. General office duties – Assisting with the processing of incoming mail ensuring it is recorded and stamped on a daily basis. Dealing with internal orders and entering the data into the efinancial system. Responsible for monitoring the total balance or resolving the difference. Receive and printout e-mail information from departments on people attending courses/meetings within the building ie; HR, HS, and FIS users.

20%

4. Deliveries - Responsible for receiving and directing the large volume of deliveries to the correct department ensuring recorded accurately on the system. Differentiate between internal and external. Checking addresses against parcels or matching codes on the database system for correct building.

10%

5. General enquiries - Dealing with all enquiries received by telephone or over the reception counter. Answering routine queries and directing enquiries to the appropriate person.

10%

6. Other relevant duties – Defined by the administrative secretary. Give out vacancy requests slips when completed pass to recruitment. Give out Staff Passport forms for completion and pass to Development and Alumni. Give out P46 forms relating to Salaries. Receive and make requests for
Room Bookings for internal meetings when Sally/Sarah are on leave.

4. Planning and Organising

Workload is planned on a daily basis prioritising workload as required.

Keeping records of all meetings and interviews taking place in the department.

Prioritization of workload is determined by volume of visitors to building and requests for assistance by departments in any day. Must be able to respond quickly to changes.

Work is coordinated with admin secretary on a daily basis.

Need to be aware of what is happening in Charles Stewart House, and be flexible to any last minute changes to schedule/anticipated events.

5. Problem Solving

First point of contact for all students and visitors to building require to establish which department/person they need to be referred to; either within or outwith Charles Stewart House.

Can be first point of contact in difficult situations, eg. where person visiting with a grievance. Required to remain calm and polite at all times to try and diffuse situation initially.

Dealing with incorrect deliveries and advising sometimes unhappy drivers the correct address.

6. Decision Making

Decisions on which recorded parcels or packages are urgent and contact department to collect if necessary.

Who to direct enquiries to.

7. Key Contacts/Relationships

Visitors, students and colleagues for late fee payments, pension advice, salaries and any other general enquiries.

Security- regarding fire alarms going off in the department and advising them when a fire drill is planned.

All members of Charles Stewart House.

Other University receptions.

8. Knowledge, Skills and Experience Needed for the Job

Minimum three years reception experience.

To be able to talk to people of all levels and thrive on the challenge of problem solving.

A friendly and polite manner.
Customer care and awareness skills.

Knowledge of Microsoft Office in particular Excel.

To be able to communicate on same level with people of all nationalities, ages and all levels of Hierarchy.

An ability to learn, understand and use of web based applications.

Visitors ranging from senior management within or outwith the University to Scottish enterprise officials to undergraduate students.

9. Dimensions

200 approx members of staff in Charles Stewart House.

Telephone calls approx 50 per day.

Approx 10 deliveries per day.

Four baskets of mail daily.

Fifteen approx enquires at desk per day.

10. Job Context and any other relevant information

Required to deal with members of the public, students, staff and visitors alike with a polite efficient and friendly manner.

Work is allocated by the finance department. Work is also generated by incoming mail, visitors and telephone calls to reception on a daily basis.

University staff attending training meetings also receiving visitors and guests to all departments.