University of Edinburgh

Job Description

1. Job Details
Job title: Receptionist

School/Support Department: School of Philosophy, Psychology and Language Studies.

Unit (if applicable): Institute of Applied Language Studies (IALS)

Line manager: Senior Administrator

2. Job Purpose
To assist the Senior Receptionist in the provision of a professional and efficient front-of-house reception for IALS by responding effectively to a wide range of enquiries from staff, students and the general public.

3. Main Responsibilities

<table>
<thead>
<tr>
<th>Approx. % of time</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>40%</td>
<td>1. Responding to all enquiries by phone, in person or by email, fax and letter to ensure that accurate and detailed information on all courses is given and that any other queries are answered effectively.</td>
</tr>
<tr>
<td>20%</td>
<td>2. General Reception duties: transferring calls, taking messages, sorting mail, giving out keys, organising couriers and taxis to ensure smooth running of IALS front-of-house</td>
</tr>
<tr>
<td>20%</td>
<td>3. Register and collect payment from modern language students and record the registrations to produce class lists</td>
</tr>
<tr>
<td>5%</td>
<td>4. Maintain valid mailing list of EFL enquiries to produce daily mail shots of brochures.</td>
</tr>
<tr>
<td>5%</td>
<td>5. Liaise between students and ML tutors to ensure that new students are assessed and that tutors are aware of students absences' and class swaps to prevent class disruption.</td>
</tr>
<tr>
<td>10%</td>
<td>6. Deputise to Senior Receptionist to ensure smooth running of reception and all associated duties in their absence.</td>
</tr>
</tbody>
</table>

4. Planning and Organising
The majority of daily duties are reactive, dealing with immediate queries and problems. Organisation skills are needed to ensure that things run smoothly and that information is readily available.

5. Problem Solving
Dealing with problems for students and staff, e.g. tracking down members of staff to relay urgent messages, helping students to retrieve lost luggage.
6. Decision Making
Advise students on which course would be most suitable for them. Decide on appropriate response to queries and in the case of unusual enquiries decide who to refer them to.

7. Key Contacts/Relationships
Contact with the Senior Administrator, Registrar and Course Directors, by email and telephone, to ensure information regarding courses and accommodation is up to date.

8. Knowledge, Skills and Experience Needed for the Job
A good level of education.
Excellent communication skills, both spoken and written.
Good customer service and interpersonal skills as will have to deal with people at all levels and occasional difficult situations.
IT skills, including email, word, access and keyboarding skills.
A flexible approach to work along with the ability to work as part of a team.
Ability to work efficiently in a busy environment.
Experience of other cultures.

9. Dimensions
The job affects 60 staff.
Customers - 4000 modern language students - answering enquiries, registering students, swapping classes.
1800 English as a foreign language students a year - dealing with all enquiries regarding courses and studying in Edinburgh.
Take payment over the counter for modern language courses. Reception takes an average of £600,000 a year for course payments.

10. Job Context and any other relevant information
Representing the Institute as the first point of contact and responsible for the dissemination of information regarding the Institute. IALS is a self-financing unit and as such customer service is paramount to insure income to IALS.