

Job Description Senior Receptionist

Site: Church Knowle

Responsible to: Centre Manager

Main Purpose of the role

To oversee the day to day running of the reception area and visitor experience. To ensure all visitors receive the highest levels of customer service at all times. To complete rehoming paperwork and administration tasks. To promote the work of the charity and maintain a professional and caring image.

Essential Qualifications

- Full driving licence

Desirable Qualifications

NVQ 2 or equivalent in customer care

Essential Experience

- Experience of providing high levels of customer service
- Experience of resolving customer complaints and problems
- Experience of working in a challenging environment whilst managing multiple tasks
- Administrative skills including computerised systems

Desirable Experience

- Experience of working at a visitor attraction
- Experience of working with animals
- Experience of leading or mentoring others

The person

The successful candidate will be friendly, approachable and confident with the ability to work on their own or as part of a team. They will have strong communication skills and demonstrate a professional and courteous approach to members of the public and their colleagues. They will be able to prioritise their own workload and will have proven organisational skills.

This job is physically demanding and all employees are required to maintain a suitable level of fitness to enable them to perform their job effectively.

Key accountabilities

- Work as directed by the centre manager
- Serve in the shop and welcome visitors to the centre
- Support and direct other team members and volunteers as directed by the person in charge
- Maintain high levels of hygiene and cleanliness within your section and across the site

- Keeping stock records and ordering
- Liaising with other departments to ensure all signage is current and relevant
- Adhere to and enforce Health and safety policies
- Presenting a professional and friendly approach to customers and visitors both face to face and over the phone.
- Maintain accurate paper and electronic records to include admission, adoption and veterinary information.
- Assist with the promotion of the charity including fundraising, publicity and education events.

Salary

£17,890

Job Details

You will be required to work 37.5 hours per week on a locally determined rota including alternate weekends and some bank holidays. Due to the nature of the work it may at times be necessary to exceed these hours when work load demands.

The Church Knowle site is located in the village and cares for and rehomes a variety of large and small animals. The site welcomes visitors 7 days a week and has a small shop and tea room, it also houses Margaret Green office teams including fundraising and marketing.

This job description is not exhaustive