



## **Job Description**

### **Part Time Receptionist**

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**Site:** Church Knowle

**Responsible to:** Centre Manager

#### **Main Purpose of the Role**

To meet and greet visitors and ensure all visitors receive the highest levels of customer service at all times. To serve in the shop and take part in general administrative duties. 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**

- Administrative skills including computerised systems
- Experience of providing high levels of customer care both face to face & over the phone
- Cash handling

#### **Desirable Experience**

- Experience of working at a visitor attraction
- Experience of working in an animal related environment
- Experience of working in a multi-functional environment

#### **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 committed to the aims of Margaret Green Animal Rescue.

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**

- Serve in the shop and welcome visitors to the centre.
- Maintain high levels of hygiene and cleanliness within your section and across the site
- Maintaining stock levels.
- Cashing up.
- 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**

£7.35 per hour

### **Job Details**

You will be required to work 15 hours per week over 2 days to include at least one weekend day every week. Due to the nature of the work it may at times be necessary to exceed these hours when work load demands.

The Church Knowle rescue centre 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 the Margaret Green office teams including fundraising and marketing and finance.

This job description is not exhaustive