



Job Description

Section 1 – Description

Job Title: Receptionist

Location: Royal College of Physicians of Edinburgh (RCPE), Edinburgh

Reports to: Venue Manager

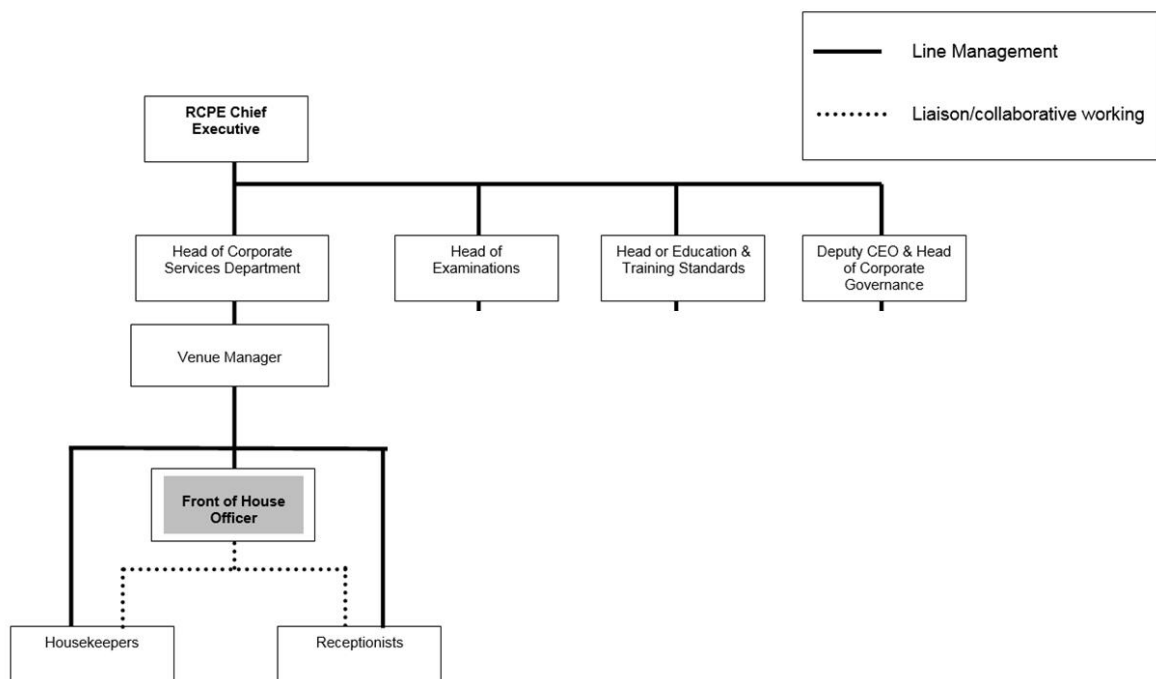
Date: January 2019

Section 2 – Job Purpose

Since 1848 the College has been based in the historic buildings at 8 – 13 Queen Street. Following a £3.5m investment, we are now entering an exciting phase of the College’s development with the launch of our International Conference Centre in Spring 2019, and an aspiration to become the Venue of Choice in Edinburgh.

As our Receptionist you will provide first point of contact for most visitors at the college. Your role is to provide class service ensuring that the college is well positioned to meet internal and external expectations, while at the same time, working with colleagues to ensure the best possible customer journey throughout a guests visit. You will provide a friendly and efficient service when dealing with switchboard calls, in person enquiries, e-mails, mementoes/retail purchases and accommodation requests. Exceptional customer service must be at the heart of all that you do.

Section 3 – Organisation Chart



Section 4 – Dimensions

The Receptionist is responsible for:

- Meeting and greeting visitors. The daily number of visitors varies dependent on activity but can be up to 300 although on busy days a door person will support reception team receiving visitors
- Answering switchboard calls and enquiries. There are generally 60-80 phone calls received daily with around 2/3 messages on answer phone daily but up to 25 after a long weekend
- Receive deliveries and post requiring signature – usually 6/8 items daily
- Booking bedrooms, processing confirmation letters and entry cards and ensuring the return of entry cards – 3/4 per week on average
- Mementoes/retail purchases are dealt with as received wither by e-mail, phone or in person and transacting these purchased on a credit card machine in in cash
- Preparing and displaying events sheet as required – normally every day

Section 5 - Main Responsibilities and Role

- To act as first point of contact with public, suppliers and couriers and direct them appropriately to the right person, department or room in the College, making them feel welcome to the College
- To connect callers to appropriate colleague thus ensuring smooth communication.
- To take messages and pass them to colleagues ensuring smooth communication
- Provide switchboard training as directed by the Senior College Officer to ensure those providing holiday and sickness cover are competent in the use of the switchboard systems etc.
- Provide reception security role, assisting the Commissionaire or College Officer in ensuring that all visitors are received or challenged on entering the College. Pass on security concerns to Senior College Officer or other member of staff where and as appropriate
- Ordering taxis on behalf of visitors, Fellows and Members and staff
- To provide an effective booking system for College bedroom accommodation (including processing block bookings) ensuring that bedroom diary details are accurate and up to date
- Mailing out bedroom confirmation letters and entry cards and ensuring entry cards are initialised for use in the College (within the Chubb security system) and returned in conjunction with housekeepers
- To process memento orders for Fellows and Members and College departments and distribute items by post where necessary
- Responsible for taking cash and card payments generated by memento sales and bedroom bookings and ensuring that payment is logged
- According to pop-up tasks notifications generated by the College Diary System, remind Events Department and College Officers of planned show-rounds and minor requests for catering

Section 6 – Planning and Organising

- The role requires quick-thinking, diplomacy and specific social skills
- Some daily planning required to ensure clerical work (especially block booking of accommodation) is completed whilst maintaining switchboard and reception services

Section 7 – Decision Making

- Decision making limited to deciding to whom calls and visitors to the College are most appropriately directed. The nature of reception duties will mean tasks and decisions will often be non-routine and require a thorough background knowledge of the workings of the College
- Decision whether to block unsolicited calls taken either in collaboration with the potential recipient of the call or alone employing initiative

Section 8 – Internal and External Relationships

Internal:

College Officers - exchanging information relating to daily events, deliveries and phone calls
Housekeepers - information relating to bedroom bookings
Other colleagues
Other part-time receptionist – information relating to staff absence and holidays and relevant emails and phone calls

External:

Members and Fellows of the College
Visitors and members of the public either in person or on the phone
Event Hosts

Section 9 – Person Specification - Knowledge, Experience, Skills and Style Required

- A professional and courteous attitude towards visitors and telephone callers
- Excellent IT skills including of standard office applications such as word processing, spreadsheets, power point, email/internet (essential)
- The ability to prioritise tasks and multi –task when necessary
- An understanding of who is responsible for what in the College.
- Patience, common sense, tact, a sense of humour

Section 10 – Job Context and Special Features

- Work load can vary significantly increasing greatly in the run-up to key events such exams, symposia and New fellows' Days
- Block bookings of accommodation for exams and symposia represent a significant part of the clerical work of the receptionist.