



## *Job Specification and Standards of Performance*

**Job Title:** Receptionist

**Department:** Marketing

**Reporting directly to:** Head of Marketing

**Outline Job Specification:** The role of the receptionist is a key position within the organisation as they are the first point of contact to all our clients, delegates and visitors. They are responsible for maintaining the appearance of the entrance area and are pivotal in communicating important information between internal and external parties.

### **Main Duties & Responsibilities:**

- |                            |   |
|----------------------------|---|
| Operate Switchboard        | <ul style="list-style-type: none"><li>• Answer incoming phone calls and reply to relevant questions and queries</li><li>• Answer and redirect phone calls to the appropriate department/person</li></ul>  |
| General Reception duties   | <ul style="list-style-type: none"><li>• Be the first point of contact to welcome visitors &amp; clients.</li><li>• Follow the visitor signing in and out process</li><li>• See to general onsite visitor and client enquiries e.g. directing requests via the radio/phone</li><li>• Maintain a clean and clear desk and keep reception area tidy</li><li>• Maintain and keep venue digital signage up-to-date</li><li>• Maintain appropriate display of printed Church and CHW venue collateral at reception</li><li>• Assist in the co-ordination of any fire warden and evacuation procedures</li><li>• Store, log and label lost property</li><li>• Print client information when requested (small amounts only – anything over 10 pages to be carried out by the Event Manager)</li><li>• Run and distribute weekly function sheets and distribute every Wednesday at 2pm</li></ul> |
| Marketing admin assistance | <ul style="list-style-type: none"><li>• Ensure information loaded on third party websites e.g. directory listings is correct and up-to-date</li><li>• Send out client feedback survey requests, collate and distribute results</li><li>• Request, collate and obtain approval of testimonials and reviews</li><li>• Ensure all signage used in the reception and entrance area conforms with CHW brand guidelines</li><li>• Manage the creative library (company photo file for promotional use)</li><li>• Manage and control the Business Centre, Visitor Services and Sales &amp; Marketing stock and collateral</li><li>• Be a member of the staff newsletter editorial team</li><li>• Create events signage digitally to send to Event Managers to display</li><li>• Enter declined/rejected venue enquiries into Priava (venue booking tool)</li></ul>                             |

Agreed \_\_\_\_\_ Date \_\_\_\_\_