

West and North Yorkshire Chamber of Commerce

JOB DESCRIPTION

Job Title: Part Time Receptionist (Job Share)

Location: Bradford

Department: Central

Reports to: Natasha Hudson

Salary: £9.90 per hour

Holidays: 25 days pa pro-rata

Hours: 12.15pm to 5pm – Monday to Friday, plus full time cover for holidays and sickness, minimum 5 weeks holiday per annum

Main function of job:

(Note: In addition to these functions employees are required to carry out such other duties as may reasonably be required)

Provide an efficient and professional reception service together with administrative and support to colleagues and clients of the Chamber of Commerce

Main Duties/Responsibilities:

- Answering all telephone calls professionally and clearly, transferring to appropriate colleagues and tenants. Ensuring timely forwarding of messages, both verbally and electronically
- Welcoming visitors and ensuring that they sign in. Directing visitors to appropriate rooms and notifying colleagues and tenants.
- Sorting and distributing all incoming post including scanning of all incoming post. Franking and logging outgoing post. Re-crediting franking machines and resolving faults. Handling parcels and deliveries.
- Responsible for co-ordinating room booking diary for internal and external clients. Including ordering catering as and when required, ensuring invoicing of any additional costs to tenants.
- Using Microsoft Office to undertake administrative tasks/support for tenants
- Using SalesForce, offer administrative support to other teams. Offer support to accounts including (but not limited to) logging utility invoices, sending copy invoices/statements to members and suppliers, posting DD collections
- Ordering of stationery and general office supplies within budgets and handling deliveries.
- Key holder duties opening up premises. Complying with security protocols and monitoring cameras. Cash handling.
- To assist in the compliance of health and safety requirements.

- Flexibility to be able to cover out of office hours, if required and to assist with events and occasional reception cover, at other reception sites in Bradford.
- To be trained to be First Aiders and Fire Marshals.
- Any other reasonable duties

PERSON SPECIFICATION

Attribute	Essential	Desirable
Educational Qualifications	<p>Good standard of education including</p> <p>GCSE English and Maths grade C +/- Level 4 and above</p>	<p>ECDL</p> <p>RSA Typing or equivalent</p>
Experience	<p>Reception/office environment in a similar role</p> <p>Dealing with customers face to face and on the telephone</p>	<p>Working in a multi-occupied environment</p> <p>Dealing with new and young companies</p> <p>Use of a multi-user switchboard</p>
Communication Skills	<p>Excellent written and verbal communication skills</p> <p>Good listening skills and ability to follow verbal and written instructions</p>	<p>Ability to draft clear and concise communications to colleagues on day to day issues</p>
Practical & Intellectual Skills	<p>Good computer skills, use of MS Office, Word and Excel</p> <p>Outlook</p> <p>Use of databases</p> <p>Excellent telephone manner</p>	<p>Knowledge of SalesForce or other CRM</p> <p>SharePoint or other intranet</p>
Disposition & Attitude	<p>Positive attitude and commitment to customer care</p> <p>Willing to train and keep up to date with information and skills necessary for role</p>	<p>Willing to attend occasional out of office hours events</p>
Special Knowledge	<p>No attributes</p>	<p>Knowledge and practical understanding of health and safety</p> <p>Experience of dealing with contractors</p>
Physical or Sensory	<p>High level of personal presentation</p> <p>Physically able to handle food, parcels, deliveries and to negotiate multi-level building</p>	<p>Car owner and have clean driving licence</p>