

JOB DESCRIPTION

Receptionist/Telephone Operator, Facilities Vacancy Reference:0450-24

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| **Job Title:** Receptionist/Telephone Operator | **Present Grade:** 3S |
| **Department/College:** Facilities |
| **Directly responsible to:** Front of House Supervisor |
| **Supervisory responsibility for:** N/A |
| **Purpose of job:**As the first point of contact for all visitors to University House reception, Security Reception, and the Facilities Helpdesk, you will respond and follow up proactively to queries via email, telephone, and face to face. Excellent customer service skills, high levels of initiative, attention to detail and the ability to effectively multi-task are essential elements of this role. |
| **Major Duties:*** To receive and signpost visitors, students, and staff in a professional courteous and helpful manner.
* To monitor, and maintain a calendar of information on university activities, events and services to ensure a customer-focussed response to all queries.
* Responsible for maintaining the professional appearance of the reception desks and visitor waiting areas ensuring any information displayed is tidy, relevant, up-to-date, and regularly replenished.
* To respond to and take ownership of calls from both internal and external customers in a timely, efficient and courteous manner.
* Maintenance of switchboard directory and any other miscellaneous tasks relating to switchboard functionality.
* To register all Facilities faults and requests via the Planon system from staff, students and visitors, and interfacing with relevant services to provide support and assistance with any subsequent follow-up queries.
* Send out email notifications of Planned Preventative Maintenance (PPM) and other Facilities works via the helpdesk to departments, resolve queries, and liaise with customers, Facilities, and contractors.
* To provide administrative support as required to the Security Operations team in relation to the service including any parking and travel administration.
* To support the administration of sustainable travel options including Stagecoach tickets
* Covering annual leave, sick leave and University/Bank Holidays where appropriate within the Reception team.
* Any other duties commensurate with the post as directed by the Head of Service Delivery or deputy.
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