



POSITION DESCRIPTION CASUAL RECEPTIONIST

POSITION TITLE:	CASUAL RECEPTIONIST
REPORTS TO:	Administration Coordinator
EMPLOYED BY:	Leisure Management Services
STATUS:	Casual

INTERNAL LIAISON

All full time, Casual staff in particular receptionist and duty managers

EXTERNAL LIAISON

All patrons of the Centre including members, casual users, school groups and community organisations

POSITION SUMMARY

- Provide excellent customer service to all patrons of the Centre.
- Assist customers with enquiries whilst providing administrative assistance and clerical support to centre staff.
- Take part in promotions and ensure the efficient operation of the reception area.
- To facilitate the safe and efficient operation of the Centre by carrying out your responsibilities in a professional and efficient manner
- The successful applicant must possess a current First Aid Certificate with a current CPR component.
- The casual position hours vary between mornings, afternoons, evening and weekends.

CASUAL RECEPTIONIST RESPONSIBILITIES

- Ensure all members and casual patrons are provided with efficient, consistent, informative and professional service. Demonstrate a courteous, respectful and helpful manner at all times.
- Complete allocated tasks willingly without delay.
- To be aware of all centre policies and procedures and ensuring that staff and patrons abide by these rules at all times.
- To welcome and provide information to all patrons of the Centre by providing a methodical and professional service to all users.
- Ensure that all new visitors to the centre are aware of the facilities and services on offer and to provide them with the best available membership option.
- Process memberships and promotion sales through point of sale and ensuring that all necessary paperwork is filled in correctly.
- Balance all daily transactions at the end of the shift and prepare all necessary documentation for banking.
- Ensure that the reception area is regularly and hygienically cleaned and well presented.
- Develop and maintain a sound knowledge of the Centre, its programs and functions and be able to recommend appropriate service to clientele.
- Ensure that appropriate fliers and brochures are always available.
- Maintain a professional, well-groomed appearance and adhere to uniform standards.



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CASUAL RECEPTIONIST RESPONSIBILITIES continued..

- Utilise computerised point of sale equipment in order to:
 - Collect and record all fees and charges
 - Update membership details and records
 - Reconcile money at end or change of shifts
 - Collate visitation information for centre programs and services
- Answer and respond to all telephone enquires in regards to centre programs and services.
- Maintain good communication both verbally and written with staff in all areas of the centre.
- Follow all administration procedures and policies that are set in place.
- Actively search for new ideas for the Centre as well as providing feedback on current policies and procedures
- Attend and respond to first aid needs by providing both duty of care and ensuring all necessary Centre forms are filled in correctly.
- Reporting any Centre irregularities to appropriate staff and/or dealing with them as they come to hand.
- To attend all meetings and regularly communicate with the receptionists and the Administration Coordinator on relevant issues pertaining to the operation of the Centre.

HEALTH AND SAFETY POLICY PROCEDURE

- Comply the Centres Policies and Procedures
- Adhere to Centre Operations procedures
- Know and understand Occupational Health and Safety Procedures and Emergency Action Plan
- In conjunction with the staff team, ensure that customers and staff adhere to the policies and guidelines of the Centre and maintain appropriate standards of behaviour
- Report any safety, maintenance or administrative issues as required
- Respond to and deal appropriately with accidents / incidents occurring within the Centre
- Implement Centre emergency procedures if required
- Attend all staff training
- Use appropriate protective clothing and equipment to ensure personal safety when required
- Ensure cleanliness of area
- Be mindful of and adhere to all security procedures

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible for the safe and effective operation of the Centre with regard to established policies and procedures.
- Authority to make routine decisions provided they do not interfere with the timetabling of the facility.
- Refer to the Administration Coordinator or Duty Manager before acting on significant issues that may create new precedents or are already problems, including complaints, which may have further implications.



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SPECIALIST SKILLS AND KNOWLEDGE

- Proven customer service and administrative experience and skills.
- Display excellent communication skills, leadership qualities, computer literacy and be well organised.
- To act as a role model by displaying appropriate professional behaviour and contributing to the future of the Centre.

STAFF CONDUCT

Wollondilly Community Leisure Centre has a Code of Conduct that all employees and contractors must abide by. Failure to meet these requirements can lead to disciplinary action and ultimately termination of employment

QUALIFICATION AND EXPERIENCE

First Aid Certificate

SUCCESSFUL INCUMBENT TO COMPLETE

I have read and understood the terms and conditions of employment and I agree to adhere to them at all times

Printed Name:

/ /

Signed By:

Casual Receptionist

Date

Printed Name:

/ /

Signed By:

Coordinator / Manager

Date