JoB description

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| --- | --- | --- | --- |
| Position Title | Corporate Receptionist | Department | Corporate FM |
| Generic Job Title | Receptionist | Segment |  |
| Team Band | Unbanded | Location | Glasgow |
| Reports to | John Welch | Office / Unit name | 200 Broomielaw |

## ORGANISATION StRUCTURE

John Welch

Facilities Services Manager

Calum Bennett

Assistant Facilities Services Manager

Head of Talent

Kevin Murray

General Assistant

Vacant

Receptionist

Anne Marie Greenhorn

Receptionist

#### Job Purpose

Providing Front of House services within reception, you will be playing an instrumental role in delivering excellent industry leading customer service to both internal and external clients.  Duties include, welcoming visitors and staff, operating a busy switchboard, post room duties, setting up meeting room facilities.  Delivering a corporate experience for visitors coordinating all aspects of meeting room bookings.  The objective of this role is to ensure customer requirements and expectations are met and exceeded

#### Accountabilities or “what you have to do”

Raise, monitor and chase calls on work order management system (AI)  
Create new ID passes for new starts  
Fire Warden List Updating  
First Aid List Updating  
Visiting contractors inductions and management  
Updating internal phone list

Greeting visitors and directing them to the correct person or dept  
Log building issues with the Helpdesk if a member of staff advises you  
Booking Meeting Rooms  
Written and electronic meeting room booking sheet  
Issue and return of security passes  
Managing the visitors book and issuing security passes  
Providing information and answering queries  
Answering calls and taking messages  
Dealing with phone enquiries  
Keeping the reception area tidy  
Organising reading material  
Responding to emails

Basic clerical work:  
Meeting room door signs (on shared drive)  
Update register for visitor passes and pass number (on shared drive)  
Update Fire Warden and First Aider signage on monthly basis (if changes)  
Update telephone list as necessary  
Administration duties for FM team as required  
Adhering to health and safety procedures  for all staff and clients  
Courteously answering phone enquiries (Internal)  
Giving information and helping to solve problems

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* Good working knowledge of MS Office
* Excellent communication skills, both verbal and written
* Professional and courteous telephone manner
* Experience of delivering excellent customer service both face to face and over the telephone
* Right to work in the UK without restriction
* Ability to liaise with people at a Senior Level

#### Skills, Knowledge and Experience

Desirable

* 5 GCSE’s A-C (including Maths & English) or equivalent
* Knowledge of customers services principles and practices
* Knowledge of administrative and clerical procedure