

Job Description:
Corporate Receptionist

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| Function: | Corporate Services |
| Position:  | Corporate Receptionist |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | **Pamela Billison Front of House Coordinator** |
| Additional reporting line to: | Dale Wilgoss |
| Position location: | Atkins, Woodcote Grove, Epsom |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Providing front of house services within reception, you will be playing an instrumental role in delivering customer service to both internal and external clients
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
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| Characteristics  |

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| ***Financial*** | N/A |
| ***Staff*** | N/A |
| ***Other*** | N/A |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| ReceptionistReceptionistFront of HouseFacilities ManagerReceptionistReceptionistFront of HouseFacilities ManagerReceptionistReceptionistFront of HouseFacilities Manager |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Dealing with a wide range of customer and visitor queries
* Working in a busy, high pressure environment
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Welcoming staff and visitors to the building
* Delivering a hosting/concierge experience for visitors
* Coordinating meeting room and hospitality bookings
* Ensuring customer requirements and expectation are met
* Act as point of contact for internal/ external telephone queries in an efficient and concise manner
* Where appropriate, reporting of accidents and incidents
* Maintain a tidy and professional reception area
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * All customer expectations are met or exceeded
* Efficient and professional delivery of reception/switchboard services
* Efficient and timely reporting of statistics and information to Line Manager
* Promote a well-managed and organised Reception
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential* Working knowledge of MS Office
* Good use of English language (written and spoken)
* Professional and courteous telephone manner
* Exemplary customer services skills
* Well organised, efficient and proactive
* Presentations skills

Desirable* Previous administrative experience
* Previous experience of working in the field of facilities management
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| **Growth, client & customer satisfaction Focusing on satisfying the needs of internal and external clients/customers; seeking improvement in customer satisfaction and anticipating their future needs.** | **Innovation and change Looking for new and better ways of doing things; questioning activities and processes, and continually looking for new ways to provide innovative solutions to improve service and quality. It involves building effective relationships and using influencing skills to successfully drive change.** |
| **Brand notoriety Promoting and protecting the Sodexo brand by demonstrating a broad understanding of our business and inspiring others about the value Sodexo can add to clients and employees.** | **NVQ – Customer Service or equivalent** |
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| 9. Management Approval – To be completed by document owner |
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| Document Owner |  |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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