

## Receptionist part-time Role profile

**Team: Customer Services****Salary: National Living Wage rate****Line Manages: N/A****Location: Abergele**

### JOB PURPOSE

To provide a great first point of contact service at our Head Office Reception. Be welcoming and professional whilst providing an efficient reception service and providing administrative support to the Customer Service team. Develop positive working relationships with customers, partners, stakeholders, and colleagues.

Welcoming visitors to the business

Taking incoming calls for all teams – approximately 100 per week

Handling incoming mail for distribution and preparing outbound mail for collection – approx. 150 items a week

Providing administration support for the Customer Service team, including outbound calls to confirm and arrange appointments – approx. 60 per week

### ROLE DIMENSIONS

Cartrefi Conwy (CC) Turnover circa £25m, Creating Enterprise (CE) Turnover circa £12m, circa 4,030 Homes, circa 280 colleagues.

### KEY RELATIONSHIPS

**External: Stakeholders, visitors to the offices, contract holders as and when they attend**

**Internal: All employees of Cartrefi Conwy and Creating Enterprise**

### FOCUS & KEY RESPONSIBILITIES

- Demonstrate a professional approach when providing a reception service to welcome visitors to the business.
- Provide a service or advice to visitors as appropriate: take messages or request support from colleagues when needed.

- Deal with customer and colleague's queries via e-mail, phone and in person.
- Open, date and record incoming mail and documents including the cheques and postal orders. Distribute this mail to colleagues, electronically or in person as appropriate.
- Prepare and frank outgoing mail for the business.
- Receive, date and keep secure Tender documents, following the procedure to handover to the appropriate Officer.
- Maintain the professional image of the reception area including customer information, waiting area and plants/flowers.
- Monitor the visitors signing in and out book and issue visitor passes, and door entry fobs as required.
- Monitor the electronic meeting room diaries, provide information to colleagues as needed to prepare the rooms and prepare welcome signage as needed.
- Support with the booking process for community centres
- Place orders with external suppliers.
- Take receipt of stationery orders and parcels and store them as appropriate.
- Make outbound calls to customers to confirm and book appointments, for example for gas servicing appointments and 'safe and well' checks.
- Receive keys from tenants and update the electronic records.
- Monitor and support use of the electronic hybrid mail system. This remote mailing system allows colleagues to send letter for mailing whilst working remotely.
- Attend meetings, (approx. 3 per month) to take notes and records actions.
- Other general administrative duties as required.

## Person Specification

### Experience

#### Essential

Knowledge and experience of office practices (telephony and administrative experience)

#### Assessed by:

Application/Interview

Experience of working in a customer facing role

Application/Interview

#### Desirable

Experience of providing a reception service

Application/Interview

### KNOWLEDGE AND SKILLS

#### Essential

Ability to organise own workload and prioritise tasks as required

#### Assessed by:

Application/Interview

Numeracy & Literacy Skills

Ability test

Accuracy and attention to detail in data entry

Ability test

Basic planning, prioritising and organising skills

Ability test

Microsoft Office; Word, Excel, Outlook (Basic user level)

Application/Interview

#### Desirable

Ability to use a range of ICT systems confidently

Application/Interview

Welsh Language Skills

Application/Interview

**Cartrefi Conwy are committed to Equality and Diversity in our activities**

\* Where disability precludes, this will be reviewed with candidates at interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.