

Job Description for Seasonal Receptionist, Scone Palace

Job Title: Seasonal Receptionist

Main purpose of job:

Based in Reception, to provide efficient support, answering and directing telephone calls, responding to general enquiries and undertaking general Reception and administrative duties as required.

- Normal Hours of Work: 9am – 6pm (or until the Palace is clear of visitors)
- Weekend working will be required
- Flexibility to provide ad-hoc holiday cover

Main responsibilities include:

- Delivering excellent customer service at all times
- Promptly answering all incoming calls and transferring to the appropriate person, e-mailing messages in their absence
- Checking answer machine regularly and passing on messages
- Assisting with processing of group enquiries using standard templates
- Welcoming visitors and directing them to waiting area or meeting room, informing the appropriate person of their arrival
- Assisting Palace visitors with any queries, contacting other members of staff for assistance if required
- Signing for deliveries. Informing recipient and storing parcels tidily
- Processing of outgoing mail items
- Maintaining the Reception area in a tidy, presentable manner, welcoming to visitors
- Be a point of contact for assistance for guides/ticket-hut/shops and catering departments
- Cash handling; providing change for shop tills as required
- Dealing with queries relating to visitor facilities
- Admin support for House Opening & Estate Office
- Processing tour bookings when required
- Typing correspondence and filing as required
- Maintaining databases; producing mailings; admin support for Marketing

- Working with the Health & Safety or yourself and others in mind
- Any other reasonable duties as requested by the Management Team

This job description is a guide to the nature of the work required, it is not wholly comprehensive or restrictive

January 2019

Person Specification: Seasonal Receptionist, Scone Palace

FACTOR	ESSENTIAL (E) Or DESIRABLE (D)	ASSESSMENT METHOD
<p>QUALIFICATIONS/TRAINING</p> <p>Willingness to undertake any training necessary to improve performance/service</p>	E	I
<p>EXPERIENCE</p> <p>Experience in a customer-facing role Cash-handling experience Understanding of basic public space health and safety issues</p>	E D D	A/I A/I I
<p>SKILLS AND ABILITIES</p> <p>Ability to deliver excellent customer service Good communication/interpersonal skills inc call-handling Ability to follow instructions and procedures without constant supervision. Ability to work independently & use initiative Ability to engage with a diverse range of colleagues & visitors</p>	E E E E E	A/I A/I I/R I/R I/R
<p>PERSONAL QUALITIES</p> <p>Team player Flexible and adaptive Attention to detail Ability to remain calm and friendly when under pressure</p>	E E E E	I/R I I/R I/R
<p>MOTIVATION</p> <p>Proactive approach to work Positive and helpful attitude Reliable and keeps good time Demonstrates drive</p>	E E E E	I/R I/R I I

Assessment Method: A - Application Form; I - Interview; T - Test/Exercise; R – References