# Generic job description and selection criteria

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| Job title | Receptionist |
| Department |  |
| Grade and salary | Grade 2 |

## Job description

### Overview of the role

Responsible for the day to day running of the department’s reception desk.

### Responsibilities/duties

* Welcome visitors, providing general advice and directing them to the appropriate area
* Take incoming phone calls, answer basic queries and announcing or redirect them appropriately to departmental extensions
* Maintain the tidiness and organisation of the reception area ensuring a smart professional image at the first point of contact
* Update the computerised room booking system, printing off and displaying/ circulating the next day’s events
* Sort outgoing mail for the University messenger, franking Royal Mail, and assisting staff in organising couriers as requested
* Receive and log deliveries and courier mail
* Email general announcements to staff
* Book parking spaces and issue temporary parking permits
* Issue room keys and book and issue equipment as necessary
* Alert relevant staff of security issues including contacting University Security Services

## Selection criteria

### Essential

* Experience of working in a reception or customer service role
* Ability to take messages clearly and accurately both in person, on the telephone and in writing
* Ability to work independently and also to know when to refer to others
* A good level of computer skills including the use of email
* Educated to GCSE level or equivalent

### Desirable

* Knowledge of the University and the services offered by the department
* Experience of using computer booking systems