



Leisure Centre Receptionist

OVERVIEW

The Leisure Centre Receptionist is to be the first point of contact for all members, customers and visitors to the Leisure Centre. To provide an excellent customer focused service and to provide administration duties for the Leisure Centre.

RESPONSIBILITIES

- Welcome all visitors to the sports center
- Have oversight of the sports center including checking the facility
- Answer the telephone, take and relay messages and enquiries
- Assist in maintaining the sports center membership database
- To be responsible for the tidiness and cleanliness of the reception and entrance area of the sports center and to assist with the cleaning of the facility inline with the cleaning schedule.
- Assist other members of the sports center team wherever possible with administrative duties
- To co-ordinate the fire list in liaison with the designated Fire Officer
- Prepare and distribute mail outs as required
- Check the sports center emails throughout the day and respond to as appropriate
- Provide information and assistance to all customers on a wide variety of leisure service including memberships, swimming lessons and fitness classes

PERSON SPECIFICATION

Skills

- Excellent communication and organisational skills with strong attention to detail and accuracy
- Ability to manage multiple tasks
- Good literacy skills to prepare correspondence and maintain records to a high standard
- Confident interaction with colleagues, members, pupils and visitors
- Good telephone manner
- Excellent MS Outlook, Word and Excel skills.

Personal Qualities

- Leading by example with honesty and integrity
- A 'can do' attitude and the willingness to work hard to get things done
- Resilience and a calm manner
- Ambition, energy, enthusiasm and commitment
- A confident and outgoing personality
- Be able to take the initiative
- Have a good sense of humour.

TERMS AND CONDITIONS

Saturdays and Sundays 9am - 2pm, Year-round with annual leave to be taken in the school holiday period.