

Plymouth Science Park

JOB DESCRIPTION

**JOB TITLE – Part time Receptionist (maternity cover) Thursdays and Fridays (08:00 to 17:00)
17hours per week with occasional additional hours to cover holidays and sickness.**

WORK BASE – Plymouth Science Park, 1 Davy Rd, Derriford, Plymouth PL6 8BX

Line Manager: Estates & Premises Manager

Main Purpose of Job:

The receptionist provides a high quality, responsive reception service for the customers, visitors and telephone callers to the tenant client companies and Plymouth Science Park Ltd.

Responsible for acting as the focal point for a cluster of small business, the receptionist provides a warm, friendly and welcoming first point of contact for employees, visitors and incoming telephone enquiries. The post holder also provides all other front-line services for client companies and requires a proactive and flexible approach to meet the needs of the business and tenant clients.

Environment:

Plymouth Science Park (PSP) is a forward-looking company providing buildings and support services to client companies and users of the Science Park. PSP provides a high-quality environment for tenant clients and all members of the team are committed to supporting this by efficient and friendly service.

Functional links with:

Visitors, telephone callers to the Science Park, tenant client companies, Suppliers, Contractors and all employees of the Park.

Experience Required:

Relevant customer service or receptionist experience.

Qualifications Required:

GCSE Mathematics and English at grade 4 (C) or above.

Duties and Responsibilities.

1. To operate and organise the reception facility of PSP in an efficient, friendly and professional manner acting as the first point of contact for all enquiries and visitors. You must have high levels of interpersonal skills to be able to do this.
2. Ensure visitors are greeted and courteously directed as appropriate after signing in.
3. To interact with various PSP systems and processes including
 - a. Client Relationship Management (CRM) system
 - b. Visitor logging system
 - c. Car parking system
 - d. Telephone switchboard
 - e. Access control systemYou must have confidence in data inputting to be able to do this and be competent in using Microsoft Office, Outlook, Word and Excel.
4. To deal with enquiries and direct those enquiries to the appropriate location or solution. To also operate a messaging service for those enquiries if they can not be resolved at point.
5. To operate a physical mailbox system and carry out post room duties including dealing with incoming and outgoing post for PSP tenant companies. There is an element of lifting and shifting as part of this task. There is also a franking machine to operate as part of this task.
6. To administer the raising of purchase orders through the PSP CRM system as required.
7. To input meter reading data onto excel spreadsheets
8. To interact with meeting room booking enquiries and process.
9. To carry out scanning duties using a photocopier and then onward processing to recipients.
10. To handle customer complaints in a calm, non-confrontational and courteous manner. To take responsibility for ensuring follow-up actions are taken and that in the case of a formal complaint a company Director is promptly informed.
11. To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all company procedures and guidelines which assist this.
12. To work at all times in accordance with the company's Dignity & Diversity Policy.
13. To assist the staff of PSP in all areas as required and undertake such other duties as may be required within the general scope of the job.

Other

This job description may be subject to change, in consultation with the post holder, in response to new circumstances.

Aptitude and Skills Required

The post holder requires a very high level of interpersonal skill and must be a genuine team player. A flexible approach to all aspects of work is essential. They must be able to work calmly under direct and immediate pressure from external and internal customers and deal directly and swiftly with enquiries and complaints on their own initiative. In the normal course of their work the post holder must liaise directly with the full range of tenant client staff and all external visitors.

The Receptionist must be self-motivated and confident in their abilities and at ease in any company.

Signed by Post Holder

Signed:..... Date.....