

JOB DESCRIPTION

Title	Receptionist
Reporting to	Manager, Billingshurst Community & Conference Centre
Overall Purpose	To provide a service to those hiring the Centre
Hours	15 hours per week

Principal duties and responsibilities

1. Assisting the Centre Manager in the letting of facilities as a Receptionist, dealing with 'phone calls and e-mail enquiries, and responding accordingly.
2. Ensuring that hirers are provided with the required rooms, services, equipment and catering facilities.
3. The entry of hirers' details and requirements on the Centre's Avalon bookings software, the production, postage and transmission of booking confirmations and invoices.
4. Ensuring maintenance of accurate and efficient filing systems and records.
5. The receipt and recording of booking payments.
6. Liaison with other members of staff, particularly the Evening & Weekend Staff, when necessary.
7. Opening and securing the Centre when necessary.
8. The operation of the Centre's Audio Visual equipment on behalf of hirers.
9. The operation of the alarm and fire system, when necessary.
10. Setting-up and clearing away furniture and equipment, and operating the Council Chamber partition.
11. Placing orders for stationery, catering and cleaning products.
12. Providing refreshments, washing-up or (more likely!) loading the dishwasher, as required.
13. Ensuring that hirers vacate the premises at the end of the period booked, enabling subsequent bookings to be fulfilled.
14. Logging any damage, stock requirements and malfunctions.
15. Checking crockery and cutlery following bookings and reporting any shortfalls or breakages.
16. Dealing with members of the public who seek advice and guidance from the Parish Office, and liaison with the Parish Office.
17. Undertaking whatever tasks may be required to ensure that hirers find their room (or rooms) ready and to their satisfaction, and the Centre performs efficiently as a commercial entity.