



Your Role Profile

Date	January 2021
Section	Business Support
Purpose	To provide first point of contact for the business on a part time basis
Job Title	Receptionist
Hours	Part-time Role between 12 hours – 15 hours per week Covering shifts between 09:00 – 18:00 7 days a week during the season.
Role Profile Salary	£17,654 - £20,020 (£9.70 - £11.00 per hour) pro-rata
Responsible to	Team Leader

Your Duties

Daily Reception Activities
<ul style="list-style-type: none"> Responsible for the reception desk, window notices and customer area Area to be cleaned prior to start of shift and at the end of shift Check answer machine and forward messages to appropriate person Check emails and deal with appropriate emails, marking emails with appropriate colour for others. Receiving post, opening general company mail, and processing appropriately, distributing other mail to others, within the building. Keep brochures, leaflet, etc stocked in the holders Collate postage at the end of shift, recording postage type, recipient's name, and postcode. Filing all necessary document from tray Keeping filing area free from debris and clutter.
Caravan Customers
<ul style="list-style-type: none"> Checking out customers prior to 12:00 noon Collecting tokens from box for those customers not coming to office Ensure pitches are clear of debris and fit for the next customer(s) Check the electricity connection is free from damage and fit for use. Check pot wash for any unwanted items. Check in new customers after 13:00 hours Produce an invoice on Harbour Assist and take payment Booking new customers Deal with online, telephone and face to face enquiries.
Marina Customers
<ul style="list-style-type: none"> Deal with marina enquiries, passing on berthing sales, hoist request to others. Selling electricity units, electricity cards, bottled gas, chandlery items, etc. Taking payment for diesel sales and ensuring signature on invoice. Raise a hoist request form, from data given by customer, passing onto Team Leader.
Other Tasks
<ul style="list-style-type: none"> Balance income against Harbour Assist print out Empty till of monies except for the float, placing in an envelope with print out and post into safe Write cash and card payments into appropriate cash book. Print invoices and file in appropriate folder Borgun Credit Card invoices to process Supplier invoices to process Delivery of goods should be matched with delivery note and purchase order for correct products. Any other task that may be required for this position.

