

# Service Assistant – Receptionist

## Role Profile



### Main Purpose of Role:

- 1) To provide a fantastic customer experience for all SUSU customers as their first point of contact on site
- 2) Ensure that all transactions and services are handled accurately and efficiently.
- 3) Organising and maintaining SUSU facilities keys and bookings.

**Responsible to:** Head of Facilities  
**Grade:** Support Staff – Level 1

### Main Duties of the Role

**To provide a fantastic customer experience for all SUSU customers as their first point of contact on site.**

- Answering both internal and external telephone calls from customers and staff and handling queries in a polite and professional manner
- Replying to both internal and external emails in a polite and professional manner
- Understanding who is who at SUSU to be able to direct customers to the correct point of contact
- Ensuring health and safety procedures are followed and maintained so SUSU customers are safe when using our services and facilities, and reporting any issues to Facilities to handle

**Ensure that all transactions and services are handled accurately and efficiently.**

- Using the SUSU boxoffice system to process customer purchases for tickets and services
- Processing card payments correctly and handling cash confidently, ensuring that all details are correct to avoid discrepancies
- Completing the till handover at the end of each shift accurately by counting the cash and recording it to ensure there are no discrepancies in money held and payments taken
- Receiving and properly organising staff and society post throughout the day, recording parcels in the appropriate files to ensure items are accounted for and not misplaced, and handing over post to the correct person when requested

**Organising and maintaining SUSU facilities keys and bookings**

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- Handling key borrowing transaction processes as defined by Facilities to ensure all SUSU keys are accounted for using the Key List and Booking systems
- Ensuring the customer wishing to use SUSU facilities and/or borrow keys are authorised to do so by making sure they have booked the facility in advance or are on the key lists
- Completing SUSU minibus transactions, such as booking minibus tests, taking payments for hire, and handing over the keys to the vehicles, following the correct processes. Any issues are reported to the Transport Coordinator

### **Contribute to the overall effectiveness of the Union by**

- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met
- Supporting the implementation of the Union plan, promoting our aims and values through the goals of the departments Operational Plan
- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post

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### Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Excellent customer service skills, and ability to relate to customers	X	
Completed health and safety training or be willing and prepared to do so if required	X	
Able to confidently and correctly handle cash and card payments	X	
Excellent communication skills, both verbal and written	X	
Confident using computers, IT equipment, and MS Office software such as Word and Excel	X	
Ability to seek solutions to problems and provide support for customers where appropriate	X	
Ability to learn new information and skills	X	
Ability to demonstrate empathy and sensitivity to the needs of others		X
Commitment to and knowledge of equal opportunities – including inclusivity and access issues	X	
Commitment to and passion for the values and purpose of a Student's Union, including the ability to work in a student led environment	X	
Commitment to and an understanding of Equality & Diversity, Ethical & Environmental issues and Health & Safety	X	