

Reception Service Assistant Role Profile

SUSU is **here to enrich the life of every student.**

Your role in contributing towards achievement of this vision is described below.

Main Purpose of Role:

- 1) To provide a fantastic customer experience for all SUSU customers as their first port 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: Front of House Coordinator

Responsible for:

Grade: Student Staff – Level 1

Main Duties of the Role

To provide a fantastic customer experience for all SUSU customers and 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 employees' roles and structure 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.
- Covering the reception desk during opening hours.
- Using the SUSU box office system to process customer purchases for tickets and services.
- Processing card payments correctly, ensuring that all details are correct to avoid discrepancies.
- Receiving and properly organizing 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.

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Organising and maintaining SUSU facilities Keys and bookings

- 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 the 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 minibus tests, taking payments for hires and handing over the keys to the vehicles, following the correct processes. Any issues are reported to the Transport Coordinator.

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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
Completed health and safety training or be willing or prepared to do so if required	X	
Ability to confidently and correctly handle card payments	X	
Excellent communication skills, both written and verbal	X	
Confident with using computers, IT equipment and MS office software such as Word or Excel	X	
Confident handling data, entering data into spreadsheets and completing administrative tasks	X	
Able to seek solutions to problems and provide support for customers where appropriate	X	
Able to learn new information and skills	X	
Able to use initiative to find tasks and improve processes.	X	
Able to demonstrate empathy and sensitivity to the needs of others	X	
Commitment to and passion for the values and purpose of the Student's Union, including the ability to work in a student led environment	X	
Commitment to and an understanding of Equality and Diversity, Ethical & Environmental issues and Health & Safety	X	