

CAFFYNS PLC

JOB DESCRIPTION

JOB TITLE:	Weekend and Bank Holiday Receptionist/Telephonist
LOCATION:	Haywards Heath Volkswagen
DEPARTMENT:	Reception
HOURS OF WORK:	8:30am to 5:00pm Saturday – with half hour for lunch 10:00am to 4:00pm Sunday and Bank Holidays
SALARY:	Commensurate with skills and responsibilities

MAIN PURPOSE OF JOB:

To ensure the efficient and professional provision of reception services to the branch.

To meet and greet visitors to the branch, professionally directing them as required.

To deal with all calls quickly and efficiently, passing the call to the relevant department effectively.

To look after and maintain a high standard of cleanliness in the hospitality area.

1) MAIN WORKING RELATIONSHIPS:

1.1) Accountable to:

Branch Manager

1.2) Relationship with:

Branch personnel

Customers

Telephone Callers

Manufacturer's representatives

Caffyns' staff

Visitors to the branch

2) OBJECTIVES AND KEY TASKS:

2.1 Reception:

To answer all calls to the branch and distribute to the relevant department.

To greet all walk-in customers and ensure they are directed as appropriate.

To deal with telephone enquiries professionally and efficiently, ensuring messages are passed to the relevant person/department as quickly as possible.

To log all calls and messages on computer diary system.

To email messages to branch staff where necessary.

2.2 Hospitality Area:

To maintain the hospitality area, ensuring it is clean and tidy at all times.

To wash up as required.

To serve drinks to customers.

To keep drinks area stocked with drinks.

3) OTHER DUTIES:

This list of duties is not exhaustive and other tasks and responsibilities will be required of the post-holder as requested by the Branch Administrator.

4) CONFIDENTIALITY:

All information relating to customers and the business is to be treated confidentially in line with Company procedures.

5) HEALTH & SAFETY:

Caffyns has an obligation under the Health & Safety At Work Act 1974 to provide safe and healthy working conditions. All employees are required to co-operate with management in discharging this responsibility and must take responsible care for the health and safety of themselves and others.

6) TERMS & CONDITIONS OF EMPLOYMENT:

Other terms and conditions are as reflected in the contract of employment and company policies and procedures, as amended from time to time and as governed by statute.

(A job description is a written statement of essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved).

FCA Information

You are reminded that it is an essential part of your role to follow the FCA individual conduct rules at all times:

- Act with integrity
- Act with due care, skill and diligence
- Be open and cooperative with FCA and the PRA and other regulators
- Pay due regard to the interests of customers and treat them fairly
- Observe proper standards at all times

Andrew Bremer
Weekend Receptionist/Telephonist
6th January 2020

Caffyns plc
Person Specification
Weekend Receptionist/Telephonist
Haywards Heath Volkswagen

QUALIFICATIONS

Essential

GCSE grade C or above in English or equivalent

Desirable

NVQ/SVQ levels 2 and 3 in Customer Service

SKILLS REQUIRED

Essential

The ability to work efficiently with the public
Able to convey information clearly & succinctly whether verbal or written
Able to establish effective working relationships with varied personnel
Able to work independently demonstrating initiative and pro-activity
Able to demonstrate sensitivity, diplomacy and tact
Able to persuade, negotiate and influence others
Basic computer skills

Desirable

Knowledge of operating a switchboard
Knowledge of word processing and spreadsheets

PERSONAL ATTRIBUTES

Essential

Have a smart appearance
Excellent telephone manner
Able to maintain confidentiality
Ability to sometimes deal with difficult, impatient or distressed people
Efficient and well organised
Interest in the work of the organisation

Andrew Bremer
6th January 2020