

JOB DESCRIPTION

Job Title:	Receptionist
Hours of Work:	3 days per week x 5 hours per day – expected to be 10am till 3pm
Rate of Pay:	£14 per hour - Monthly Salaried
Employed By:	Merseyside Play Action Council (MPAC)
Responsible To:	CEO
Location:	1-27 Bridport Street, Liverpool, L3 5QF

Receptionist Job Description

We are looking for a Receptionist to manage our front desk on a daily basis and to perform a variety of administrative and clerical tasks.

Main role

As a Receptionist, you will be the first point of contact for our company. Our Receptionist's duties include offering administrative support across the organisation. You will welcome guests and greet people who visit the business. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls, booking meeting rooms etc.

This is a customer service role. You should also be able to deal with issues that may arise in a timely and effective manner, while streamlining office operations. Multitasking and conflict resolution skills are essential for this position. This role may require working in shifts, so flexibility is a plus.

Ultimately, our Receptionist's duties and responsibilities are to ensure visitors are welcomed and assisted positively, and all administrative tasks are executed to the highest quality standards.

Responsibilities

- Greet and welcome visitors to the building as soon as they arrive
- Direct visitors to the appropriate person, organisation and office
- Answer, screen and forward incoming phone calls

- Ensure reception area is tidy and presentable, with all necessary stationery and materials (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Perform other clerical receptionist duties such as filing, photocopying, transcribing
- Maintain room booking system

Requirements and skills

- Proven work experience as a Receptionist, Front Office Representative or similar role
- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. printers, computers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organisational skills
- Multitasking and time-management skills, with the ability to prioritise tasks
- Excellent customer service skills

To apply for this position please complete the application form and return to MPAC, 1-27 Bridport Street, Liverpool, L3 5QF or alternatively you can email your completed application form to anne.hughes-fernandez@merseyplay.com

The closing date is the 19th May at 5pm and interviews are due to take place on or around the 29th May.