



Job Description

Job Title – Casual Receptionist

Location – USPCA, Unit 5 & 6 Cambane Industrial Estate, Newry BT35 6PQ

Hours of Work – hours as required per week, including weekends & Bank Holidays on a rota basis

Salary - £12.00 per hour

Reports to – Customer Service Manager

Principal Function

To act as primary interface between the general public and the USPCA. ensuring the Society is portrayed as professional, caring and informative about animal welfare.

Responsible for providing an efficient and friendly customer care service to visitors and callers to the USPCA.

To operate a cash till and balance up at end of shift.

Principal Duties

- To ensure that the telephones are answered promptly and politely, taking details and messages from incoming calls and passing on these messages to the appropriate persons.
- To be responsible for welcoming customers to the USPCA, informing them of our procedures and being helpful at all times.
- To be responsible for liaising with the Veterinary Department, Animal Welfare Officers, Retail and Grooming staff, to ensure the smooth and efficient running of the services.
- To ensure that all follow-on phone calls and paperwork are completed in a neat and thorough manner.
- To ensure that information is given to customers in an accurate and timely fashion.

- To be responsible for diary and appointment management for the veterinary, grooming and re-homing services.
- To ensure the USPCA computer system is kept up to date, including the efficient recording, filing and retrieval of all administrative records relating to animal admissions, re-homing and the veterinary department.
- To be responsible for managing the reception email account and directing enquiries to the appropriate persons.
- Providing information to clients, signposting them to the most appropriate services / department.
- To ensure that customers within the Veterinary, Shop and Grooming are served efficiently at all times, accepting payment of cash, cheques or cards.
- To ensure as a staff member of the USPCA you help maximise sales proceeds through the promotion of all services and goods.
- To be responsible for end of day cashing up of daily takings ensuring till reconciles with sales records.
- To ensure that reception and the customer waiting area are kept clean and tidy at all times and that the area is Health & Safety compliant with no risk to visitors (in accordance with instruction and guidance from the Manager).
- Promote the good image of the USPCA both internally and externally by communicating in a positive manner.
- Any other duties as required by Management.

While at work all staff are required to:

- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Adhere with USPCA policies and procedures for health and safety.
- Participate in training deemed necessary by the USPCA.
- Be smart in appearance, wearing the uniform provided by the USPCA whilst on duty. Sensible shoes must be worn and hair of shoulder length or longer must be tied back at all times.

Personnel Specification for USPCA Receptionist

Criteria	Essential	Desirable
Professional/Technical Qualifications	GCSE Maths and English at Grade C or above (or equivalent)	Customer Service/ Administration Qualification
Experience and Job Knowledge	<p>2 years' experience in a receptionist role</p> <p>Good understanding of the principles of customer centred service provision</p> <p>Experience of general administration tasks</p> <p>Excellent standard of numeracy and previous experience of cash handling and till reconciliation</p>	<p>Previous experience in an animal care / veterinary environment</p> <p>Previous experience within a retail environment</p>
Skills and Competencies	<p>Communication skills, written and oral.</p> <p>Demonstrate organisational and IT Skills.</p> <p>Ability to work well under pressure.</p> <p>Ability to manage own time effectively.</p> <p>Willingness to take direction.</p>	
Personal Qualities	<p>Good standard of personal presentation.</p> <p>Professional and caring approach to animal care.</p> <p>Self-motivated to work independently.</p>	

	Confidence to seek guidance where appropriate.	
Special Circumstances	Ability to work a variety of shifts and hours	Sympathetic to the aims and policies of the USPCA