

## Job description - Receptionist (PB6B)

### Job summary

As the Receptionist you will be the main point of contact for all enquires in person, by phone and online, working under minimal supervision and using your own initiative.

### Key responsibilities & accountabilities

- control all emails and phone calls received into the main email address, triage content using in house mapping software, where necessary act as decision officer using own initiative if straightforward or passing to relevant team for more complex issues
- provide guidance and assistance to all visitors
- take credit card payments where required and ensure these payments are then passed to the relevant team
- maintain spreadsheet of any complaints received reporting back on a monthly basis
- manage all incoming mail and parcels and distribute where necessary, when cheques are received, ensure they are entered in the valuables book
- ensure any tender documents are entered in the tenders book and stores securely until they are due to be opened
- manage all outgoing mail, to include keeping a check of available funds on the franking machine and adding money to account when needed
- manage all office stationery, ordering additional stationery as required using Forestry England designated supplier where possible and ensuring invoices are passed to the finance team for processing
- collate fuel receipts and cross check monthly fuel records ensuring all entries are valid and correct in line with OGB11 guidance
- update duty officer phone as required so that calls are directed to the designated duty officer
- manage and process all deer stalking permit requests
- provide triage support during any major event such as storm damage, collating incoming reports of windblown trees to enable teams on the ground to prioritise work
- maintain the telephone directory master list ensuring starters and leavers are added and removed
- act as fire warden, with the responsibility of ensuring signing in book is passed to main fire marshall in the event of evacuation to enable role call
- assist the estates team with fire alarm testing
- provide administrative assistance to the wider business support team as required

And any other task reasonably requested by your line manager.

## Skills, knowledge & experience

### Essential professional and technical experience

- excellent customer service and communication skills
- competent IT user with experience in MS Office suite of applications
- ability to prioritise work and multitask

### Desirable professional and technical experience

- problem solving approach with a can do attitude.
- experience of working in front of house