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**JOB DESCRIPTION:** Receptionist

**RESPONSIBLE TO:** Operations Supervisor / Operational Director

**JOB PURPOSE:**

The Receptionist is the face of the YMCA, the first person someone coming into the YMCA will see. The job involves receiving queries from residents, potential residents and members of the public at the General Receptions, administering and redirecting telephone calls. This job provides a link between Potential Residents and Housing Support Officers, Potential parents and Nursery Staff and Clients with Programme Staff.

**DUTIES AND RESPONSIBILITIES:**

1. Receive enquiries, in person and on the telephone, from parents and the general public and advise and direct accordingly.
2. Contact staff and residents using the internal public address system and telephone.
3. Receive payments for classes, rents, nursery fees and other income, issuing receipts accordingly. Entering these on the relevant software packages.
4. Cash up and balance monies at the end of shift.
5. Enter monies into banking bag, completing the banking sheet and ensure safe-keeping of monies.
6. Conduct surveillance of the main access points and other key areas in the YMCA by use of Closed Circuit Television (CCTV).
7. Ensure that in the main accommodation buildings the doors are kept locked and maintain the security of the sites.
8. Ask people coming into the building where they are going and ensure that they sign in as needed.
9. Open and lock various rooms as needed, log keys when issued.
10. Log requests for maintenance into the log book.
11. Cover Holiday and Sickness for other Receptionists where required.
12. Other duties as might reasonably be expected by the line manager.