

## **Birmingham Botanical Gardens**

<b>Role Title</b>	<b>Volunteer</b>
<b>Team</b>	<b>Reception and Office services</b>
<b>Reports to</b>	<b>Head Receptionist</b>
<b>Date Issued/Revised</b>	<b>April 2011</b>

### **INTRODUCTION**

Birmingham Botanical Gardens is an independent educational charity aiming to offer world class environmental education in a green environment to audiences in all sectors of the community.

The role of Receptionist Administrator as the first point of visitor contact is central to the Gardens' aim of providing the highest possible level of customer service and satisfaction.

### **ROLE**

Support the Head Receptionist in all visitor and sales operations carried out at the Visitor Reception.

Assist the Head Receptionist in the provision of wider administration support for the Chief Executive,

Undertake visitor and sales operations carried out at the Visitor Reception, including greeting visitors in a cheerful, courteous and effective manner.

Deliver accountabilities in a way which enables a high level of customer service and administrative support.

Act as an ambassador for the Gardens and a role model for the Visitor Reception team, behaving in a way which delivers the highest level of customer service and satisfaction.

### **PRINCIPAL ACCOUNTABILITIES:**

#### **Core accountabilities and specific tasks**

Greet and welcome visitors, promoting and selling day and event tickets and Visitor Guide Books, courses and membership. Provide information and appropriate literature about the Gardens and the various activities, including maps and audio tapes and give directions to customers. Seek customer feedback.

Answer telephone calls, messages and queries in a prompt and courteous manner, taking appropriate opportunity to promote visits, events, courses and membership.

Maintain good stocks of customer maps and interpretation and advertising material by photocopying

Ensure that all motorised scooters are always plugged in for charging and are in clean and working order and that all manual wheelchairs are clean and safe.

Assist the Receptionists and Education Officer to take bookings for courses and record sales of educational courses and school visits.

Assist the Receptionist with the sale of Gardens' publications and products from Enterprises when required to do so including Gallery. Take payment for shop purchases.

Undertake photocopying, franking and collection of mail. Includes using the laser printer and laminator. Comply with applicable Health and Safety regulations at all times.

In the event of an emergency, check all areas are cleared of personnel and visitors.

Know the First Aiders onsite. After any accident all references must be made in the accident book.

Other duties as and when required to meet the needs of the Gardens

**PERSON SPECIFICATION**

**To be of smart appearance, good welcoming manner, To be reliable.**

Good interpersonal and communication skills to interface effectively with customers, internal and external contacts.

Able to work as part of a team

Some weekend working as required.

**OTHER INFORMATION**

**Dress Code for Reception Duties**

White blouse or top, navy blue skirt or trousers, navy blue jacket or jumper. Patterned scarf provided.

**Hours TBA**

**Criminal Record Bureau Check**

A Criminal Record Bureau Check is compulsory for this post.

Signed .....

Date .....

Sbscommon