

Job description

Post title and post number	Sport & Fitness Vale Gym Receptionist
College/Budget Centre	TNZB
School/Department	UB Sport
Full time/Part time	Casual
Duration of the Post	
Salary	
Additional information	
Terms and Conditions	Support
Proposed grade/band or level in academic job family framework(change to Grade/Band when advertising)	Grade 200

Job summary

Working with limited supervision, the Receptionist will support the University of Birmingham Sport & Fitness member engagement and front of house business objectives, reporting directly to the Gym Supervisors and the Fitness and Wellbeing Manager. The Receptionist will lead on key areas of the business plan for customer service. The post holder will work to strengthen the relationships with the relevant teams within the University of Birmingham and to increase members and customer relations within the facility, based primarily at the Sport & Fitness Vale Gym.

Main duties

With support and guidance from the Fitness and Wellbeing Manager and Fitness Supervisors, will be responsible for customer relations, daily operational duties, to effectively promote UBSport services, use of the facilities and maintaining a positive and clean environment for users.

Customer Service

- 100% product knowledge
- Deal with customer enquiries on a daily basis, either face to face or respond to email, telephone and written enquiries
- Deal with difficult customers and situations with the assistance of the Gym Supervisors and the Duty Manager if required
- Respond to customer feedback and record all communication
- Deliver excellent customer service, at all times
- Fulfill all reasonable requests from customers to ensure their comfort, satisfaction and safety
- Welcoming and facilitating customers use of the gym
- Responsible for maintain a clean and well maintained environment
- Assist with membership enquiries
- Selling of products and services of UoB Sport & Fitness.
- Liaise with members regarding ongoing promotions
- To take photographs of new members with a web camera and issue membership cards from a card printer that is linked to the member database
- Management of customer access to facility
- Health and Safety Responsibilities and EAP procedure awareness

Operational duties

- Administrative support to all departments where required
- Cleaning and management of the facility
- Ensuring a safe and welcoming environment within the gym
- System management (Gladstone)
- Advise on booking and membership procedures
- Coordinate with all departments within the sports centre regarding current promotions
- Radio system management
- Record incidents and accidents within the facility where required
- Report any maintenance issues immediately to Gym Supervisor or the Duty Manager, including all furniture, fittings and equipment
- To keep ensure Reception and the surrounding area neat and tidy at all times
- To replenish a stock as and when needed

Other duties

- Support UBSport to promote services and facilities delivering University Open Days and other events
- Participating in Personal Development Reviews, One – to – One’s and Team briefings on a regular basis in order to aid performance monitoring
- Assisting with training other departments on reception procedures
- Reception inventory and stock management
- Wear uniform when always provided and be of a smart appearance

Any other duties that could be within the banding of this post where assistance is required.

Required Knowledge, Skills, Qualifications, Experience

Essential

- Experience of front of house operations
- Excellent customer service skills and resolving conflict
- Experience of working within the leisure industry
- Excellent writing and communication skills
- The ability to work unsupervised
- The ability to think creatively in approaching solutions and identifying opportunities
- The ability to use initiative to drive a project forward
- The ability to manage own time and work on multiple projects simultaneously prioritising workload
- Friendly and approachable
- Commitment to flexible hours, including working outside normal office days and hours
- Flexibility with holiday requests during busy periods
- Computer literate, including the use of Microsoft Word and Excel Publisher
- Ability to work as part of team

Desirable

- Gym or Fitness based qualifications
- Knowledge of the Sport and Fitness industry
- Experience of working in a fast passed environment
- Responds appropriately & co-operatively to change, challenges & conflicting demands
- Strong numerical skills
- First Aid at Work Qualification

Dimensions

- Understands and can follow complex administrative procedures and support systems, based on work experience in the organisation or elsewhere
- May have formal vocational qualifications, but knowledge is also founded on substantial practical experience
- Knows and understands context of office, and how it interrelates with the wider University

Planning and organising

- Has access to advice, but extensive work without supervision
- Prioritises own workload
- Initiative and independence required to react to changing priorities

Problem solving and decision making

i) without reference to others

- Implementation of general UBS policies and procedures.
- Health & safety issues / incidents of a moderate nature that need further investigation.
- Can identify problems from past practice or coaching from colleagues
- While there are still clear general processes and procedures, problems arise which call for choice based on an element of judgement
- Solutions to problems are mainly clear from received practice or precedent, but there is some scope for choice and judgement

(ii) after consulting others

- Minor project delivery.
- Decisions having wider implications on the local team.
- Any serious / major health & safety incidents or concerns.

ii) or that would be referred to someone else.

- Any major financial commitment/purchase
- Incidents of a major disciplinary nature

Internal and external relationships

- As a key communications point, generally answers enquiries & handles issues from initial contact to resolution
- Has contact with members, students, staff and community
As senior member of team expected to set a tone in communications for the work
Both receives and handles enquiries which require a factual response and explanation, or reference on to others.