# **Image**

# **Job Description**

**Job Title:** Reception and Booking Assistant

**Department:** Reception

**Location:** Cardiff

**Reporting to:** Office Manager

**Responsible for:** Front of House and Bookings

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1. **Purpose of the job**

The Cardiff City House of Sport is a high quality indoor 3G and multi-sport training facility in Cardiff. Due to recent and further expansion plans, the company is looking to recruit a Reception & Booking Assistant to be based in Main Reception at the Cardiff City House of Sport, Clos Parc Morgawwng, Leckwith Cardiff.

1. **Booking and Reception Responsibilities**

Including but not limited to:

* Input bookings onto booking system – Sports Booker, following procedures
* Understand and nurture existing client relationships
* Conduct follow-up booking procedures
* Maintain client database records
* Liaise with clients in regards to payment options
* Handling payments including banking

1. **General Responsibilities**

Including but not limited to:

* Answering telephone calls
* Manage general email enquiries
* Keeping accurate records of calls and taking messages when required
* Hosting – Tea and Coffee. Facility tours to potential customers
* General office appearance
* Responsibility of handling all daily Mail and Postage
* Assist any face to face enquires
* Good use and understanding of Microsoft Excel, Word and Power Point software

1. **Unsocial Hours**

* There will be very occasional requirements to work unsocial hours

This job description serves to illustrate the type and scope of the duties currently required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.

**CANDIDATE PROFILE**

* Excellent communication skills and telephone manner
* Can work very well both independently and as part of a small team within a face paced enviornment
* Computer literate with high attention to detail
* Pro-active approach

Please send covering letters and CVs to rachel@cardiffcityhouseofsport.co.uk