

## **BRIDGNORTH TOWN COUNCIL**

### **JOB DESCRIPTION**

#### **RECEPTIONIST**

**Job Title:** Receptionist

**Place of Work:** College House, St. Leonard's Close, Bridgnorth

**Responsible to:** Town Clerk

**Job Summary:**

1. To be the first point of contact for the Council during normal opening hours.
2. Meet and greet visitors.
3. Answer incoming telephone calls and e-mails. Giving advice and information to users/groups where appropriate. Passing them on to relevant staff member if unable to sufficiently respond to enquiry.

**Key Responsibilities:**

4. Receiving payments whether in cash or by cheque. Writing receipts for customers and income slips for our records. Securely storing monies in appropriate safe.
5. Office stock management – monitor stock levels for all office supplies including stationary, toners and relevant Bridgnorth Town Council forms. Completing orders for items needed or printing excess forms off to ensure stock-pile is maintained well.
6. Participation in ad-hoc administration duties by assisting different departments/colleagues. Could include a multitude of different miscellaneous tasks; primarily responding to queries in the form of e-mails and letters.
7. Distribution and recording of post and deliveries (including outgoing post). Reconciliation of postage spend at the end of each month with ability to upload funds to the franking machine when required. Awareness that 'private and confidential post must only be opened by addressee.
8. Booking any Bridgnorth Town Council owned property/rooms out to third parties who are interested in their hire. Answering queries relating to bookings, with the understanding that tours of premises are sometimes required to ensure a booking is made. Involved within this is advertising appropriately, therefore updating the BTC website is occasionally necessary.
9. To ensure the Mayors Parlour (or other appropriate venue) is set up accordingly in preparation for Town Council meetings or to accommodate any other relevant meeting.

10. Monitoring sets of keys to properties that are held by regular users, ensuring that we receive sets back should regular hire cease.
11. Completing purchase order forms when equipment is needed to be ordered for the efficient running of Town Council. To be aware of budget codes for specific departments/areas before doing so and ensuring a sufficient budget is available. Always check with the relevant service administrator/manager before doing so.
12. To ensure Town Council noticeboards (Castle Hall, College House, Clock Tower in Low Town and Town Hall) are kept up to date with Town Council (or relevant) notices.
13. Distributing parking permits for the car park on Severn Park to residents/non-residents who require one.
14. To be responsible for taking street lighting queries and logging them to the relevant contractors to resolve any issues.
15. General reception/administrative duties such as laminating, photocopying and scanning.
16. Ensuring the reception area and the rest of the office is kept tidy and organised; done by shredding, filing and loading the dishwasher at the end of each day. Securing College House at the end of a working day by locking the back door and the security shutters as well.
17. Administering the filing system within the office, ensuring documents are filed in the correct areas. To ensure files are archived once complete in an organised and proper manner to make the system understandable so that colleagues are able to easily retrieve documents.