

Receptionist Job description

Summary of reception duties:

As the primary initial contact for visitors and callers to the Architectural Association, the Receptionist will:

Manage switchboard

Provide information on all aspects of the AA's activities

Log deliveries

Sign out keys and supply door codes for admin offices, unit spaces and bookable spaces

Be responsible for all incoming and outgoing post

Be trained in fire drill/health and safety and security procedures

Keep the Information Office in good order, with materials kept neatly and in an organised fashion

Give visitors essential information (such as fire alarm procedures, etc.) where appropriate

Duties in detail

Switchboard:

Operate the switchboard, referring callers to the appropriate office. Direct line numbers should be quoted wherever possible.

Manage the automatic voicemail message service, presently activated at busy periods or when the reception phone is engaged, and the recorded information line.

At the Receptionist's discretion, provide information as to telephone numbers for callers requiring contact numbers for members/architects, giving *work/office numbers only* from the database. Never give home numbers.

For more complicated general/technical enquiries not specific to the AA, the caller should be directed to the RIBA information line or other appropriate organisations.

Information:

The Reception area also acts as an Information Office, a one-stop service to AA members and the public for information pertaining to the AA and its programmes and events. A warm, friendly, helpful person should greet those who come into the AA whose needs are highest priority. The Information Office should be informed of all aspects of the School's activities such as forthcoming publications, academic events (juries, presentations etc). The Receptionist should be pro-active in finding out about events at the AA, to help in keeping the Reception area up to date.

Provide general information to enquiries about events at the AA, using the Events List, a weekly updated list of evening events and the term's programme. In addition a folder at the Reception Desk holds information about each event.

Responsible for keeping information leaflets in Reception and on the shelf by the Lecture Hall stocked, as well as any other handouts (Prospectuses, etc.).

Handle all emails coming into the AA's info and reception accounts and faxes which come in on the AA's main fax number.

Deliveries and post:

Log all deliveries that come to Reception (boxes, special deliveries, etc.) according to established procedures. According to the procedures, the addressee for a delivery must be informed immediately upon receipt and encouraged to collect these items as soon as possible. (Some departments take direct delivery of their own items.) Delivery staff with large or bulky items which require the assistance of AA staff for unloading should be directed to an appropriate unloading point.

The Receptionist sorts and pigeonholes incoming and handles outgoing mail which is collected at 5pm daily.

Door code and key security

Responsible for overseeing and distribution of door codes and keys to admin offices, bookable spaces and unit spaces. Codes to unit spaces and bookable spaces are given out on request but only to staff and students who are members of the unit or have booked the space in question. Office keys are to be taken only by those designated members of the Facilities/Security staff, or by staff from the office in question and must be signed in and out.

Miscellaneous

Distribution of tickets to students, staff and general public, according to established procedure, on those occasions where lectures are ticketed.

Label staff and student pigeonholes at the start of each academic year and update them as required.

Train student assistants who work on Reception in the evenings and cover at other times when they are needed and manage their rota.

Organise logging and storage of lost property and the disposal of unclaimed items after a suitable amount of time.

Additional Responsibilities

Miscellaneous duties as required, which will be discussed if/when they arise. Such tasks may include helping with mailings and maintaining or working on membership information.