



# Job Description

## Receptionist

The purpose of the role is to provide an efficient and welcoming first point of contact to our Summerset Customers, residents, visitors and supplier and to provide administrative support for the village and care centre, including acting as back-up for the Office Manager.

*This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.*



**STRONG ENOUGH TO CARE**



**ONE TEAM**






**STRIVE TO BE THE BEST**



**BRINGING THE BEST OF LIFE**

<b>Business Unit</b>	Operations
<b>Department / Team</b>	Village Operations
<b>Reporting Line</b>	Village Manager
<b>Contribution / Responsibilities</b>	<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>Attend the front desk, answer telephone, take messages as requested and deal with enquiries in a timely, friendly and professional manner.</li> <li>Take all customer orders for Summerset services as provided in Summerset service schedule J25 and property requests.</li> <li>Ensure all queries and requests are followed up promptly, provide a customer focused service at all times.</li> <li>Be diplomatic and show empathy when dealing with difficult or demanding situations to achieve a successful outcome.</li> <li>Enter information onto the database for all customers purchasing services from Summerset.</li> </ul> <p><b>Administrative Support</b></p> <ul style="list-style-type: none"> <li>Support the Office Manager to create an efficient and well-run business operation through administrative assistance e.g. mail, record keeping, archiving, document management, filing, monitoring and ordering supplies, name badges etc.</li> <li>Support the administration of staff personnel documentation and systems.</li> <li>Provide support to the care centre as requested by the Care Centre Manager or Office Manager.</li> <li>Provide administration support to the J25 (care packages) process.</li> <li>Archiving records.</li> <li>Update staff training records - display education topics and times</li> </ul> <p><b>Village Support</b></p> <ul style="list-style-type: none"> <li>Assist with sales enquiries when the Sales Manager is not on site (e.g. at weekends when potential new residents make unannounced visits).</li> <li>Record incoming money, within the required deadline.</li> </ul> <p><b>Summerset Brand</b></p> <ul style="list-style-type: none"> <li>Contribute to the culture of the village (including the Care Centre) by proactively working as part of a team to create positive, enjoyable customer / resident experiences.</li> </ul>
<b>People Leadership (if applicable)</b>	Manage and develop direct report(s), with full accountability for all aspects of their recruitment, coaching, performance, recognition, and remuneration review within the parameters of company delegations. Foster and develop an inclusive team culture that works effectively with other teams to support Summerset's goals.
<b>Health &amp; Safety</b>	Be a proactive contributor to ensuring the health & safety of our people, our customers, our contractors and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>Experience as a Receptionist or in Customer Service environment.</li> <li>Competent in using Microsoft Word, Outlook Express, Excel, PowerPoint.</li> </ul>

	<ul style="list-style-type: none"> <li>• Warm and engaging style that balances professionalism and efficiency with creating a genuine welcome.</li> <li>• Efficient, well organised and flexible.</li> <li>• Patient and considerate with older customers / residents.</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Village Manager, Office Manager, Sales Manager and Care Centre Manager.</li> <li>• Other Summerset staff.</li> <li>• Summerset customers both internal and external.</li> <li>• Suppliers and contractors.</li> </ul>
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>• Nil direct reports</li> <li>• Nil opex / capex budget</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• This job includes all the main duties and responsibilities of the role; however you may be required to do other tasks and duties, which would reasonably fall within the responsibilities and skills of the role, at the request of the head of Clinical Services.</li> </ul>

<b>Values</b>		
 <b>STRONG ENOUGH TO CARE</b> We treat our residents like family. We do what's right. We respect people as individuals.	 <b>ONE TEAM</b> We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.	 <b>STRIVE TO BE THE BEST</b> We work hard. We like to win. We're always learning and improving.