



RECEPTIONIST & SWITCHBOARD OPERATOR

PRIMARY JOB PURPOSE

To manage the switchboard and direct calls internally along with assisting in various reception requirements. To welcome, and receive members and guests to the club, to maintain a high level of service in all interactions and liaises with the Membership and guests. To receive and transfer calls.

KEY RESPONSIBILITIES

- All telephone calls received, transferred, and made via the switchboard.
- Taking of accurate messages
- Accurate taking of all restaurant bookings – using a computerized booking system via telephone, email, walk-in etc. Communicating with management regarding level of bookings.
- Taking of daily squash, gym, and tennis related reservations – updating files and JAM
- Checking all emails and Hand-Over book from the previous shift – (taking appropriate action) as well as ensuring you pass on relevant information to the next shift.
- Making photocopies when required from members, guests, and staff.
- Receipting of all cash payments including Credit Card payments on the reception pink sheets according to the prescribed procedure. Receipting must be accurate, neat and cash up must balance.
- Capturing Receipts taken for your shift into the JONAS system (Pink sheets)
- Capturing Chits on the JONAS system when requested (POS)
- Processing pre-fund Chits
- Filling in Shifts as and when required. Reception Relief / Admin relief.
- Handling/making out membership cards, copies of Club newsletters, flyers, membership application forms, club brochures, etc.
- Receiving, opening, and sorting mail on a daily basis including photocopies
- Confirmation of restaurant bookings and checking for members
- Reporting and monitoring of all telephone faults to your supervisor
- Writing of incident reports to your supervisor
- Checking up of member information on computer
- Communicating with Security
- Communicating with F&B and Function coordinators regarding queries and requests from function organizers.
- Assisting members/guests who need transport - taxi.
- Checking function names on screens
- Recording staff meal ticket sales

PERSONAL ATTRIBUTES & SKILLS

- Good communication skills (written and verbal)
- Must be able to work under pressure.
- Administrative Skills
- Solution driven.
- Good Interpersonal skills.
- Friendly, helpful, and professional manner, with a good speaking voice.
- Accuracy in figure work.
- Responsibility and accountability.
- Ability to use own initiative and problem solving.
- Attention to detail.
- Good English speaking and writing skills as dealing with members extensively.
- Frontline image.

MINIMUM / PREVIOUS EXPERIENCE

- 1-2 years in a similar role.
- Computer Skills
- Office administration experience
- Switchboard experience.

QUALIFICATION

- Matric or equivalent
- Diploma or tertiary qualification (preferred)

PROPERTY

- Woodmead

APPLY NOW!

APPLICATION PROCESS:

Interested employees must submit their CV's to careers@ccj.co.za by no later than **15th March 2024**.