



JOB DESCRIPTION:

Evening/Saturday Receptionist Part Time (Min 25 hrs)

OVERVIEW

The RUA Red Front of House staff are vitally important to the organisation. They are the warm welcoming face of RUA Red, the first person that visitors encounter when they enter the building. It is essential that the Front of House staff reflect the organisation's proactive work to create a safe, welcoming, respectful and inclusive space for all.

We welcome submissions from all suitably-qualified candidates, irrespective of gender, disability, marital or parental status, racial, ethnic, or social origin, colour, religion, belief, or sexual orientation.

Please send a CV and cover letter outlining why you would be suitable for this position to: **opportunities@ruared.ie** before 5pm on Tuesday 31st January 2023

MAIN PURPOSE OF POST

To provide Front of House services to RUA Red visitors and to provide support for room hire and bookings. The post holder is responsible for ensuring that all creative residents and visitors to RUA Red are warmly welcomed and that their enquiries and needs are met courteously, efficiently and effectively. It is essential that the needs of the public are put first and information is communicated in a clear concise way.

IMMEDIATE SUPERVISOR: Administrator

LINE MANAGER: Marketing & Development Manager

MAIN TASKS

Reception Duties

- To carry out the day-to-day duties of the reception, including answering phones, emails, distribution of post, directing calls etc.
- Be knowledgeable on all aspects of RUA Red's programme and operations ensuring information and responses are communicated in a clear, concise and accurate manner
- To answer queries from resident companies, artists, & visitors to the centre, and to provide them with relevant and accurate information about the centre and its activities
- Record telephone messages if staff/residents are not available and ensure they are communicated correctly
- Assisting with room planning and set ups
- To provide support for events and activities
- Ensuring the reception area is kept clean and tidy at all times

Customer Services

- Handle enquires & complaints in professional and friendly manner ensuring that the companies high standards around customer service are met at all times
- Ensure that all comments and complaints are logged in the relevant logs
- Ensure that the reception is well stocked with all relevant and available literature
- To work as part of the Rua Red team to support the delivery of the organisations goals

Cash Handling Duties

- To assist with the Rua Red cash handling, including the sale of tickets and bookings
- To ensure all cash transactions are managed courteously, efficiently and securely
- Check & follow up on all telephone bookings, reservations & enquiries
- To attend operational meetings when requested and maintain excellent communication between Front of House and the rest of the team

Events & Bookings Support

- Provide assistance to the Rua Red team as required
- Provide information to the general public and potential bookers/hirers
- To deal with queries in a timely courteous and efficient manner, building a good working relationship with regular bookers
- Provide administrative support associated with venue bookings, including the booking system and filing
- Assist in tracking bookings from initial enquiry to delivery ensuring all needs are met via centre's booking system
- As part of the team, work with all staff to ensure an efficient communication system is in place and maintained

Health & Safety

- Carry out health and safety duties as specified in the organisations safety statement, with a particular focus on H&S relating to the foyer and reception areas
- To support and implement the Rua Red health & safety and Covid-19 Policy; to include the over-seeing of daily sign-in sheets, inductions, swipe cards, fire and security alarms, and security cameras.
- Ensure Reception radios are charged when not in use
- To ensure reception desk is fully stocked with stationery, hand sanitiser and signage

Other

- To assist in maintaining the marketing database
- To assist with mail outs and occasional audience research tasks
- To assist with social media as requested
- Attend staff development and training as required
- Any other duties as assigned