

Receptionist

North Clwyd Animal Rescue is the largest animal welfare charity in the North West. We rehome over 1800 domestic animals each year and work with local councils to take in strays dogs. We put on a number of fundraising events and Open Days each year and regularly visit schools and communities to educate on animal welfare. We are a non destruct organisation.



Responsible to: Operations Manager and Head of Reception

Works with: Operations Manager and Animal Welfare Assistants

Hours: 16 hrs per week - Two Days (Sunday & Monday)

Hourly Rate: £7.50 pa Basic pay

Objectives of Job: To work as part of a team delivering first class, professional customer service, to ensure where possible customer enquiries and complaints are resolved at the first point of contact. Complete numerous admin tasks including the preparation of handover and adoption packs. To promote North Clwyd Animal Rescue services and maximise rehoming opportunities

Duties and Responsibilities:

First class customer service

- Deliver first class, professional service using a variety of communication methods.
- Greet all visitors coming to the Centre, making contact with them and creating an inviting, friendly feel to the Centre.
- To assess and resolve enquiries, requests and complaints to ensure customer enquiries are resolved at first point of contact unless specialist knowledge or further investigation is required.
- Provide a comprehensive information service to the public, advising on services available from and the policies of NCAR
- Relay all message/enquiries to the relevant person and ensuring that all staff have access to any information that you may receive relating to NCAR business.

Cash handling and income generation

- Receive and process payments and donations and undertake the daily cash balancing protocol.
- Identify opportunities to maximise donations

Cleaning, maintenance and presentation

- Daily cleaning of the reception area maintaining a high standard of presentation throughout the day and ensuring workstations are clean and tidy.
- Ensure that the reception is stocked with Shop stock and all literature and orders are placed when supplies are low.
- Report any faulty or damaged equipment to the Management Team or Maintenance Operatives.

Colleagues and volunteers

- Support and assist centre volunteers.
- Develop a close working relationship with colleagues at all levels.

Fundraising

- Assist with promotional and fundraising events.

Other requirements

- Work on a rota basis to include regular evening work.
- Work with the animals as required (occasional).
- Carry out other duties as directed by the Operations manager or Supervisors.

Administration

- Using the Anilog IT system, maintain accurate electronic records/databases to ensure efficient recording of the animal movements.
- Organise and maintaining the centre contacts.

To undertake and manage the preparation of handover, rehoming and adoption paperwork as well as undertake general administrative duties to include opening and sending mail, creating and sending letters, emails and faxes. Maintain and file accurate records of the above.

Important information about the role

The reception is very busy and the receptionists must be able to prioritise tasks and demands whilst at all times maintaining a professional, polite and patient approach to visitors and telephone callers.

The Receptionist will be a representative of North Clwyd Animal Rescue and therefore the image presented is important. A uniform is provided and must be worn during working hours.

In the interests of health and safety and to perform a physically active job, staff are required to maintain a suitable level of fitness to enable them to perform their job effectively.

The role of receptionist/administrator is key in the day-to-day operation of the busy rehoming centre.

The centre is open to the public daily between 11-4pm and during this time, this role is key in managing visitors, delivering excellent customer service and overseeing the work of the animal carers with regards to booking and organising rehoming stages and appointments. The receptionist/administrator is also responsible for managing the incoming telephone calls from customers.

The role often has to work alone and during busy periods the centre may receive over 100 visitors and numerous telephone calls via our contact centre each day.

Outside of 11-4pm, duties include cleaning and restocking of the reception area as well as the preparation of all paperwork connected with animal handovers, rehoming and adoption. An important aspect of the role is to ensure all members of staff are kept up to date with animal movements, reservations and customer requests.

Applications must be sent in writing or via email and to include curriculum vitae and covering letter. For a full job description or if you require further information please contact Owain or Nicky on 01745 560546 or email nickyowen@ncar.org.uk