

Role Profile	
Receptionist / Telephonist	
This Job Reports to:	Retail Facility Manager
Who Reports to this Job	
Working with	All Retail Facility team members
Overview of this job	<p>Achievements:</p> <ul style="list-style-type: none"> • Handle all phone enquiries into the Retail Facility confidently & enthusiastically • Introduce customers whether face to face or on the telephone to the appropriate personnel in order to progress their enquiry or purchase • Carry out administrative tasks to support other departments <p>Customer Focus:</p> <ul style="list-style-type: none"> • Enthusiastically welcome all customers to the Retail Facility, build rapport and offer/maintain appropriate refreshment and facilities
Criteria for Success	<p>This job holder must be measured by:</p> <ul style="list-style-type: none"> • Customer satisfaction scores (SSS/PSS) • Response time to telephone calls (within 3 rings) • Availability of coffee, tea, clean cups, newspapers, magazines, TV etc. • Timely and accurate distribution of the post • Accuracy of call re-routing
Specific Tasks	<p>This job holder must be able to:</p>
Strategic	<ul style="list-style-type: none"> • Greet all customers in a friendly, cheerful manner, face to face or on the telephone, and establish the nature of the enquiry • Direct and introduce customers to relevant department or personnel giving a brief synopsis of the situation if required • Offer refreshments and the facilities of the waiting area if a customer in the showroom cannot be attended to straight away by the relevant individual • Keep customers updated of the timescales and reason(s) for waiting whether face to face or on the telephone • Maintain contact & build rapport with the customer where the delay is protracted and offer alternative solutions or take and pass on messages if relevant • Provide positive customer experiences in all instances. • Maintain the E-Good Manners system
Personnel & Customers	<ul style="list-style-type: none"> • Work to support other team members in the achievement of their objectives when asked to do so or required by their manager • Complete various administrative tasks on behalf of all departments • Distribute general mail and email notes to relevant personnel

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	<ul style="list-style-type: none"> • Participate fully in measurement and feedback processes, to complete and return personnel documentation on time and to embrace personal training & development • Other duties may be undertaken from time to time • Duties may change over time and the job-holder will be expected to co-operate where such changes are reasonable
Knowledge and skills required	<p>This job holder must have knowledge of:</p> <ul style="list-style-type: none"> • Appropriate telephone techniques and etiquette. • The Retail Facility's organisation in order to appropriately route callers or customers.
	<ul style="list-style-type: none"> • Manufacturers' products and recent improvements through technical bulletins, training courses and technical magazines etc. • Manufacturer consultative customer handling processes • Computer literacy (Windows, email, etc) • General office equipment (i.e., phone systems, copiers, fax machines) • Manufacturer's standards and objectives, Retail Facility and individual objectives, both cultural and financial • Available brochures, promotional materials, current promotions and offers <p>And be able to:</p> <ul style="list-style-type: none"> • Listen carefully, and write messages clearly and legibly • Work with all departments in the dealership, and establishing message and sign-in/sign-out systems to monitor the flow of people and information. • Provide information on the whereabouts of team members at any given time • Work independently • Present a professional appearance and a positive, cordial attitude • Remain positive in stressful situations • Handle many distractions and interruptions • Deal with a high level of telephone contact; handling multiple phone calls • Maintain contact with customers and build appropriate relationships • Manufacturer's standards and objectives, Retail Facility and individual objectives, both cultural and financial
Competencies	<ul style="list-style-type: none"> • Establishing and Maintaining Relationships
	<ul style="list-style-type: none"> • Customer Orientated • Team working • Problem Solving & Decision Making • Continuous Improvement • Results Focused • Integrity • Flexible • Planning and Organising/Team Member • Communication • Numerate • Computer literate • Precise