RUA RED, SOUTH DUBLIN ARTS CENTRE
JOB DESCRIPTION

JOB TITLE: Receptionist – FT 35hrs

IMMEDIATE SUPERVISOR: **Administrator**
LINE MANAGER: **General Manager**

MAIN PURPOSE OF POST

To provide front line services to Rua Red visitors and customers and to provide administration support for hires and bookings. The post holder is responsible for ensuring that all creative tenants, visitors and customers to RUA RED are welcomed and that their enquiries and needs are met courteously, efficiently and effectively.

MAIN TASKS
Reception Duties

- To carry out the day to day admin of the reception, including answering phones, emails, distribution of post, directing calls etc
- To be knowledgeable of the details of the Rua Red program and all events at Rua Red in order that responses to customers can be informed and effective
- 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
- To support and implement the Rua Red health & safety policy; to include the over-seeing of daily sign-in sheets, inductions, swipe cards, fire and security alarms, and security cameras.
- Record the number and type of enquiries by phone, in person & email
- Compile daily usage reports for front desk staff & technician
- Open up the building to the public in the am
- To provide support for other events and activities which involve a reception function at RUA RED
- 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

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Box Office Duties

- To assist with the Rua Red Box Office, including the sale of tickets and other events
- To ensure all Box Office transactions are managed courteously, efficiently and securely
- To ensure the Box Office data collection targets are met
- Check & follow up on all paypal, box office email & telephone bookings, reservations & enquiries
- Cashing up and reconciling sales, ensuring reports balance with cash drawer
- To attend operational meetings when needed and maintain excellent communication between box office and the rest of the team

Events & Bookings Support

- Provide administrative support to the Administrator
- Provide building tours and information to the general public and potential hirers
- To deal with queries in a timely courteous and efficient manner, building a good working relationship with repeat hirers
- Undertake administrative support associated with venue bookings, including diary management and file maintenance
- Assist with the issuing and chasing the return of room hire contracts and outstanding monies
- 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
- Keep a record of attendance figures for events, workshops, general public for reporting to executive and stakeholders

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
- Ensure Reception radios are charged when not in use

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Other

- To assist in maintaining the marketing database
- To assist with mail outs, compiling cover letters for promotions etc & occasional research tasks
- Help to maintain online promotional tools: facebook, twitter, website, blogspot
- Provide FOH support for events and exhibition openings
- Attending training and development courses as agreed
- Any other duties as assigned