

ROLE PROFILE

Owners Receptionist	
Reporting to:	Owners Manager
Role purpose: To welcome Owners on visits to reception, arrange repairs, issue passes and resolve any complaints.	
Responsibilities <ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • Handle any issues arising at reception • Convey site fees and other billing information and explain processes • Work closely with other departments • Ask questions to establish exact nature of any problem • Take ownership of every enquiry and follow it through • Give information about the park as required • Prepare passes (en-masse pre-season, then ad hoc throughout year) 	

Progression in role: Entry <ul style="list-style-type: none"> • Excellent spoken and written English: grammar, punctuation and spelling • Personable • Strong interpersonal skills • Good communicator who is strong-willed and resilient • Customer service experience • Able to work weekends • Computer literate 	Training for role Company orientation and induction Reservations system Pass system General health and safety Fire safety Manual Handling GDPR – E-Learning Selected S.E.T. modules
Competent – three months <ul style="list-style-type: none"> • Has extensive knowledge of the park and its services • Presents a positive and friendly welcome to Owners at all times • Works as part of a team to create seamless service • Problem solves when there is a complaint or issue to resolve • Takes enquiries and resolves complaints by telephone • Flexible regarding working either in reception or on park gates 	Diversity and Inclusion Selected S.E.T. modules Handling confrontation

<p>Advancing</p> <ul style="list-style-type: none"> • Resourceful – finds out who/ what/ where information can be found to assist Owners • Is able to assist challenging, confrontational Owners • Takes full ownership and works with Owners to resolve issues without resorting to involving manager most of the time • Puts self forward for further training and development 	<p>Selected S.E.T. modules</p>
<p>Excellence</p> <ul style="list-style-type: none"> • Actively trains and coaches new team members or existing colleagues learning new skills or acquiring knowledge • Coachee/ mentee support ongoing and recorded • Suggests practical improvements to workings or department or service 	<p>Coaching and mentoring</p>
<p>Key measures</p> <p>Owner survey: accommodation/ NPS Complaint ratio</p>	