



JOB DESCRIPTION

Receptionist

(Weekends: 8am – 10pm or Nights: 10pm to 8am)

Receptionist Responsibilities:

- To be briefed by reception staff leaving and collect mobile phone.
- To write up log book re any incidents, visitors, complaints etc. or should nothing happen to write 'Nothing to Report' every hour or so.
- To receive the visitor in a welcoming manner.
- Visitors are required to sign visitor's book, however, tenants are responsible for ensuring their own visitors sign **IN** and **OUT**. Please write into log book if you notice if a visitor does not sign in.

Telephone

A telephone may be the first contact a caller has with Sophia Housing.

Tenants may phone Reception regarding:

- 1 Complaints
- 2 Reporting repairs
- 3 Unwanted guests
- 4 Other ad hoc issues
- 5 Borrow something