

The Reception Team Leader JD

The Reception Team Leader will work in close collaboration with the Executive Manager and lead by example, coaching and developing the reception team to ensure the necessary skills are in place.

A key element of the role is to ensure the team are trained and proficient in their roles, to provide outstanding service, complete allocated tasks and undertake checks of reception areas.

This is a busy and varied role which requires flexibility and the ability to prioritise and meet deadlines. Applicants must be confident, with excellent customer service, communication skills, and computer literacy. There will be a requirement to work occasional weekends.

Responsibilities

- Manage the team members under your direct supervision, supporting allocated tasks and setting objectives
- Manage and develop service levels and processes in conjunction with the Executive Manager, ensuring standard operating procedures are followed
- Ensure the team are equipped to provide outstanding reception services by assisting with:
 - Recruitment, induction and training of new staff
 - On-the-job skills training and coaching
 - Engage and motivate the team to seek continuous improvement
- Be the first point of contact for absence reporting, ensuring adequate cover and staff rotas are amended accordingly
- Greet all visitors in a professional and friendly way, ensuring efficiency and high standards of customer service at all times
- Understand and promote Pet Health Club and insurance products
- Deal with telephone and face to face enquiries efficiently, effectively and politely
- Assist with counter sales and stock control of products
- Be first point of contact for client concerns and complaints
- Be an active member of the emergency evacuation team, ensuring the safety of staff, clients and animals in the event of incidents or fire alarm evacuation.

Any other duties as may be reasonably requested.

Essential selection criteria:

- 5 years veterinary experience
- A proven ability to work in a busy and diverse customer-facing reception role
- Excellent management skills, with a desire to engage, develop and coach others
Excellent written and verbal communication and customer service skills
- Competency in ProVet, Microsoft Office and IT systems
- Demonstrable organisational skills, ability to prioritise and work to deadlines
- The ability to work independently and demonstrate initiative, with minimum supervision, and a willingness to resolve situations, as well as knowing when to refer issues to others
- Proven reliability; excellent timekeeping and attendance record
- Smart and professional presentation
- Ability to always remain calm and polite
- A flexible approach to working pattern and covering shifts as required

Salary:

£13:50 per hour

Hours:

Part time to be agreed