

**JOB DESCRIPTION**

<b>SECTION:</b>	Open Access Services
<b>PROJECT:</b>	Housing First and Coffee Shop services
<b>JOB TITLE:</b>	Receptionist
<b>RESPONSIBLE TO:</b>	Project Leader
<b>LOCATION:</b>	14a Eustace Street
<b>PURPOSE OF JOB:</b>	To provide an efficient and professional front line service to customers, visitors, trades personnel, staff and general public and managing busy switchboard.

**Main Duties & Methodology**

1. To work within the framework of the overall aims and objectives of Focus Ireland.
2. To implement the existing policies and procedures of the projects and of Focus Ireland.
3. To work under the supervision of his/her Project Leader.
4. To work in close liaison and co-operation with other Focus Ireland services.
5. Co-ordination of appointments for housing law mediation sessions and liaising with various law firms and triaging cases.
6. Answer phones in a prompt and professional manner.
7. Operate a computerised messaging system to take accurate phone messages and pass them on to appropriate persons.
8. To refer people to external agencies as appropriate.
9. Responsibility for goods donations and ensure that they are safely delivered to the appropriate staff member or team.
10. Ensure professional operation of reception by:
  - Welcoming callers.
  - Distributing incoming post to appropriate mail boxes.

- Ordering taxis and couriers for staff and keeping record log of same.
  - Manage the stationary order for general use between 14a & 15 Eustace St.
  - Keep record of Order Numbers for the chemist, locksmith etc.
  - Ordering kitchen and cleaning supplies as necessary.
  - Ensure collection of the shredder and Clinical Waste bins.
  - Log maintenance requests on a property management database.
  - Keeping Reception area clean, tidy and presentable at all times.
11. To document and monitor work.
  12. Responsibility for cash donations in accordance with organisation's cash handling procedures.
  13. Attend team, section, divisional and agency meetings as required.
  14. To undertake any other responsibilities and duties as may reasonably be assigned by your Manager or Divisional Head.

**Essential criteria:**

- Previous experience in a similar role
- Excellent organisation skills with proficient knowledge of Microsoft Office and Outlook.
- Ability to work as part of a team which shares a common goal.
- Ability to use initiative and seek direction when appropriate
- Ability to anticipate problems and generate solutions
- Excellent interpersonal and communication skills
- Ability to meet strict deadlines and meet targets
- Ability to multi-task and prioritise competing demands
- Excellent interpersonal and communication skills with a strong focus on attention to detail.
- Ability to effectively communicate at all levels of the organization.
- Maintain multiple relationships with consistency and a high degree of customer care.

**Desirable criteria**

- A general knowledge or experience of working within an NGO or the homeless sector.