

JOB DESCRIPTION

- JOB TITLE:** Relief Receptionist/ Administrator
- LOCATION:** Various Focus Ireland projects, Dublin
- PURPOSE OF JOB:** To provide an efficient and professional front line service to customers, visitors, trades personnel, staff and general public.
- To be flexible in working in different sites throughout Dublin on an “on-call” basis. You may be called for shifts at any stage and are under no obligation to accept the shift. You are paid per hours worked.

Main Duties & Responsibilities:

- To work within the framework of the overall aims and objectives of Focus Ireland
- To work on a relief basis as part of a team within the framework of the policies and procedures in place for the project or as directed by the project leader, assistant project leader or section manager
- To be vigilant to any Health, Safety and Welfare risks in the workplace
- To work in close liaison and co-operation with other Focus Ireland services
- To answer phones in a prompt and professional manner
- To take accurate phone messages and pass them on to appropriate persons
- To refer people to external agencies as appropriate
- To be responsible for goods deliveries and ensure that they are safely delivered to the appropriate staff member or team
- To ensure professional operation of reception by:
 - Welcoming callers
 - Ordering taxis and couriers for staff and keeping record log of same
 - Organising out-going post and keeping record log of same
 - Keeping Reception area clean, tidy and presentable at all times
- Organising and arranging for recycling/shredding
- To attend team, section, divisional and agency meetings as required
- 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 multi-task and prioritise competing demands
- 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.