



Vacancy for Membership Secretary / Receptionist

Salary: Competitive

Job Type: Part time, Permanent (22.75 hours per week Monday to Friday)

Job Role:

To manage the smooth running of Reception, dealing with phone calls, mail sorting and despatch, visitors (both internal and external), dealing with setting up and clearing from Meetings including washing up and acting as admin support to all tenants of the new building.

To manage all the administrative aspects of membership.

Key Responsibilities:

Membership

- Processing accurate membership payments (credit cards, cash, direct debits) ensuring correct details are passed to their Accounts department and entering all details onto the Membership software
- Maintaining accurate database records of all members
- Sending daily reports to Financial Controller, processing direct debit mandates, checking payments, entering information onto the system and posting to banks
- Promoting the benefits of membership to visitors to Society events and answering membership queries

Reception

- Answering switchboard and dealing with external and internal calls
- Sorting and distributing incoming mail and collecting, franking and organising the outbound mail for the evening collection
- Dealing with all aspects of the Franking Machine: organising mail slots and Royal Mail PPI forms
- Daily programming, breakdowns, summary reports etc.
- Responding to all enquiries and visitors to Reception. Taking messages and dealing with problems
- Taking orders, processing payments and despatching tickets for different events
- Training other staff as necessary in the use of the Till, Faxes, Franking Machine, photocopier, Credit Card machine, Membership software etc.
- Assisting other departments with administrative tasks e.g. Mail outs, typing, photocopying etc.
- During the show week to operate as a Reception service for either General visitors and Membership or Tradestands and Livestock and Entries
- Occasionally assisting at other events for instance Education events, Countryside Live etc.
- Setting up rooms for meetings and the associated clearing up afterwards

The Ideal Candidate:

- Strong written and oral communication skills
- Good customer and interpersonal skills and excellent telephone manner
- Previous customer service experience is essential

- Ability to communicate clearly and concisely to all customers
- Ability to process payments accurately
- Database experience or skill would be preferable although full instruction/training will be given
- Numeracy skills are essential due to the requirement for the compilation and checking of payments
- Good computer skills (Word, Excel, database packages etc.) are required
- Ability to write letters and a variety of different business correspondence
- Ability to understand and work to company policies and work procedures
- Good reasoning ability to define problems, utilise questioning skills and gather relevant data
- Ability to cope in a busy work environment and deal with potentially pressured situations in an effective friendly manner
- Good team working skills
- Ability to work on own initiative
- Flexibility to deal with peaks and troughs of workload, hours and different tasks

Benefits:

Competitive salary

12% employer contribution to pension scheme (Group Personal Pension scheme)

26 days holiday FTE (excluding Bank holidays)

Subsidised private healthcare scheme

Life assurance of x4 annual salary

Working Hours:

22.75 hours per week Monday to Friday. The working pattern, in conjunction with the other role holder, needs to cover the operational hours of Mon to Fri 8.30 to 5.30 pm. Their current receptionist works 4 days in week 1; a full day and 3 mornings then in week 2; a full day and 3 afternoons.

For the whole of June until after Great Yorkshire Show (mid-July) hours will increase to a minimum of 35 per week with additional hours on Great Yorkshire Show days (including the weekend before). The role holder will also be required to cover for up to 4 weeks of the holidays of the other team member. Due to the Great Yorkshire Show no annual holidays can be taken in the period June until mid-July.

To apply for this role please send your CV and covering details to recruitment@yas.co.uk

Candidates with experience of: Receptionist, Administrative Assistant, Office Assistant, Evening Secretary, Customer Service Representative, Support Administrator, Support Staff, Business Administrator, Client Services Executive, Admin Support, Secretary, Clerk, Administrative Assistant, Administrator, Office Support, Admin Assistant, Admin, Office Assistant, Office Administrator, Business Support, Receptionist, Company Receptionist, HR Administrator, HR Admin, Administrator, Admin, Support, Assistant will also be considered for this role.