



HARBOUR RECEPTIONIST & ADMINISTRATOR

JOB DESCRIPTION, DUTIES AND RESPONSIBILITIES

SCOPE: To assist the Harbour Master and Chief Executive Officer (HM&CEO) and other Harbour Administrators and Assistants to manage the day to day running of all business run by the Teignmouth Harbour Commission (THC).

REPORTING: To the HM&CEO THC.

CONDUCT: The Receptionist and Harbour Administrator (R&HA) represents the THC at all times when at work. The R&HA is to wear clothing for work that is smart, clean, appropriate and in a good state of repair. The R&HA is to ensure that any mobile phone that may be provided to them from time to time by the THC is switched on and charged at all times and that any private mobile phone is switched to silent operation when at work.

RESPONSIBILITIES:

1. To be the first point of contact with Teignmouth Harbour Commission and to assist with ensuring that the administration of the THC and all its business runs smoothly and correctly. In particular to:
 - a. Greet people that visit the office and answer the telephones on behalf of the THC and offer friendly and helpful assistance, pass calls onto other staff members as required and record messages accurately when necessary;
 - b. Keep a diary of events, updated by the weekly planning meeting;
 - c. Be familiar with the contents of the website in order to direct customers correctly;
 - d. Assist with the management of moorings using the eharbours system as and when directed by the HM&CEO;
 - e. Receive payment from customers by cash, cheque or credit/debit card;
 - f. Pay cheques and cash into the bank as required;
 - g. Handle and record petty cash transactions as required;
 - h. Send/Post and receive mail and accurately record when this is done;
 - i. Keep electronic and hard copy files of THC business and ensure that all electronic and hard copy filing is completed and up to date;
 - j. Remove out of date or old hard and soft copy material from the hard and soft copy filing systems as requested by HM&CEO;
 - k. Keep records and logs up to date (Customer Feedback Log, Incident Report Log etc.)
 - l. Make reports and returns as requested;

- m. Provide administrative support to The Chairman and the Commissioners;
 - n. Book the Training Room with ABP as required for planned meetings.
 - o. Order stationary and office stores as required by Harbour Office Staff and authorised by HM&CEO and ensure office equipment (computers, printers, laminator) is operating correctly;
 - p. Be responsible for opening up and closing down the Harbour Office at the beginning and end of the working day;
 - q. Manage the office communal spaces (Boardroom, Kitchen and Store rooms) and ensure that they are clean, ordered and tidy;
 - r. Make drinks (teas and coffees) as required by Commissioners, staff and visitors and organise the provision of food and drink as required at General Meetings and other meetings;
 - s. Be responsible for changing and holding the server back up tape daily;
 - t. Prepare weekly timesheets for all staff.
2. To perform tasks as directed by the HM&CEO.