

1

The Job

Title	Receptionist
Department	Reception
Type of Contract	Part Time
Reporting to	Senior Manager
Location	LeisureWorld Bishopstown
Salary	€10.85 per hour

Purpose of Role

This role will primarily involve working as a receptionist.

Be responsible for the delivery of excellent customer service & accurate information at every interaction with our customers.

2

The Company

LeisureWorld is an Irish owned company founded in 1997 with the purpose of operating and managing local authority leisure centres throughout Cork City.

We operate three leisure centres at Bishopstown, Churchfield, Douglas, one golf course at Mahon and one arts & heritage visitor centre at St Peter's Church in Cork City. We provide fully equipped gyms, excellent pool facilities, fitness studios and all-weather pitches. Our golf facility is located in a picturesque location with exceptional putting greens. St Peter's Church dates back to the 12th century and now serves as a multidisciplinary arts centre on one of the city's oldest buildings on the city's most historic streets. Our centres are the perfect place for a family day out; to keep fit; to meet new friends; or just to relax and unwind. We aim to make a positive impact on individuals, the communities in which they live and the city as a whole.

Employee benefits:

- Family Membership for you and your families
- Reduced golf fees at Mahon Golf Course
- 20% Discount on Café Food in LeisureWorld Bishopstown
- 50% Discount on Tea/Coffee in LeisureWorld Bishopstown
- 50% Discount on Kids Camps
- 50% Discount on Kids Swimming Lessons
- Pitch Bookings are Free off Peak / Free Peak if not in use by Customer
- Birthday Parties #10 children €50 / # 10 plus €100 - *To be booked with Snr Manger of your site due to our limited availability resource wise.*
- Career promotions – opportunities to be promoted within the company
- Development courses to aid career progression

- Save money with our cycle to work scheme and plan for your future with access to the companies PRSA Pension scheme
- Health & Wellness Policy
- Multi-site & flexible work environment
- Free Parking

3

The Duties – Key Responsibilities & Accountabilities

- Adhere to the companies Reception/Front of House NOP (Normal Operating Procedures)/EAP (Emergency Action Plan).
- Health & Safety Policy compliance.
- Enforce the facility access policy at all times.
- Upkeep of the reception area and equipment and report any equipment defect to the Manager on duty.
- Be the point of contact for all accident/incidents and respond accordingly and as per training standards.
- Utilise all POS systems with accuracy as per procedures.
- Enforce all facility policies, rules and regulations when on shift.
- Responsible for communicating clear and consistent information on the LeisureWorld products and services to all customers.
- Undertake cleaning tasks in order to maintain to an appropriate standard of cleanliness at the reception desk area.
- Adhere to company cash procedures at all times with no discrepancies.
- Under take accurate Stock control as per procedures.
- Complete additional duties assigned by Management.
- Demonstrate excellent customer service care skills at all times.
- Dealing with customers in a friendly, polite and professional manner.
- Adhere to the Culture and Values of LeisureWorld.
- Participate and successfully complete regular in-house training sessions to keep up to date on all LeisureWorld products and services.
- You will be required to actively assist the Duty Manager in training and mentoring new employees.
- Fire Evacuation & Emergency procedure training required.

4

The Person

The successful candidate will possess the following skills, experience and competencies.

- Patience, empathy and a genuine desire to help others.
- The ability to build and maintain effective working relationships.

Essential

- Min 1 year plus experience in a similar role

- Cash handling experience
- Excellent communication and interpersonal skills
- Ability to multitask
- Excellent customer care/service skills
- Computer/POS systems knowledge
- It is the employee's responsibility to keep their qualifications in date
- Flexible with hours including weekends, days and evenings.

Desirable

- Keen interest in the Health & Fitness Industry
- Methodical and precise
- The desire to contribute to a positive environment, a shared sense of purpose and commitment to LeisureWorld's values and evidence of demonstrating these values in practice.
 - Respect
 - Collaboration
 - Professional
 - Dynamic
 - Friendly

5 Application & Selection Process

The selection process may include short-listing of candidates and will be based on the requirements of the position. It is important that you provide a detailed and accurate account of where you believe your skills and experience meet the requirements for the position.

This should be contained in a cover letter accompanying your CV and should be sent to recruitment@leisureworldcork.com

6 Further Information

ISSUED BY THE HR DEPARTMENT AT LW MANAGEMENT

Applicants must have the legal right to live and work in Ireland.

We are an equal opportunities employer.

Role Profile

