

DCU Sport – Job Description

Applications are invited from interested candidates for the following position.

Job Title:	Receptionist (Trispace Sports DAC)
Location:	DCU Sport (inc. Sports Complex, Soccer Centre, Sports Campus, St. Patrick's Campus, Morton Stadium), Dublin City University, Glasnevin, Dublin 9.
Responsible to:	General Manager, DCU Sport
Contract:	1 year
Salary:	12.78-14.19 per hour, payable monthly. CPD Programme, Gym Membership.

DCU Sport

DCU Sport is the company responsible for the operation of the sports facilities in Dublin City University (DCU). DCU Sport is responsible for operating the Sports Complex, Soccer Centre, Sports Campus, Sports Complex on St. Patrick's Campus and Morton Stadium. Our customers include staff, students, alumni and members of the public. We have 5000 members and a monthly footfall of 65,000. Our extensive, award-winning facilities are the training location for many student clubs, elite teams and individuals. Our extensive facilities are an ideal location for the many national and international events we secure for hosting. DCU Sport is proud to have developed an environment where people of all ages and abilities can achieve their goals.

Purpose of Post:

The purpose of this post is to welcome members and facility visitors to DCU Sport. Our reception in the sports complex serves DCU Sport in its entirety. The first point of contact all customers have with the organisation is you. Applicants must be capable of working on their own initiative and at a very fast pace. The ability to prioritise is also essential, as this is a very busy reception desk. A flexible approach to the working week is required to meet the needs of

the business and key customers. Data input and attention to detail are critical components of this role.

Key Duties:

- To ensure that all policies and procedures in place are followed and adhered to.
- To assist in practising high levels of customer service and professionalism at all times.
- To assist in maintaining and improving a high standard of hygiene, quality & service.
- To have a flexible approach to working hours as there are early starts, late finishes and a weekend roster applies.
- To be able to work on their own and as part of a busy team, to communicate with the team effectively and to be able to use their own initiative.
- To greet members and guests in a warm, welcoming, professional and friendly manner.
- To deal with any guest / member queries and complaints in a professional manner.
- To deal with a wide variety of members of the public both general and special populations.
- To communicate our services and facilities to members/guests as required.
- To ensure effective operation of our member access control system.
- To operate our on-line systems, POS, and multiple databases effectively and ensure till balances at end of shifts.
- To manage our two email accounts.
- To support programme administration, sales and marketing.
- To monitor and operate pay per play bookings through our software system.
- To support the organisation in achieving its goals and objectives.

Any other duties which may be assigned from time to time by the Duty Managers or Senior Management Team or ad-hoc duties, which can arise.

Personnel Specification:

1. Educational Standards – Leaving Certificate
2. Work Experience - 1 year experience in a similar role or Database operation experience and CRM Experience. Experience with Gladstone System or another membership management system is desirable.
3. A positive attitude, highly motivated, excellent front of house skills, high attention to detail, highly organised and an ability to work efficiently in a very busy environment.

Essential Training

The individual will be required to undertake the following mandatory compliance training: Tusla Children's First Certificate (on-line), Health & Safety, Cyber Security and Data Protection (GDPR). Other training may need to be undertaken when required.

Application Procedure

Interested applicants should send their CV and cover letter to gemma.dempsey@dcu.ie

Trispace Sport is an equal opportunities employer

In line with the Employment Equality Acts 1998 – 2015, Trispace Sport is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes.