



Front Desk Receptionist Full-Time Contract Post

MAYNOOTH CAMPUS CONFERENCE & ACCOMMODATION manages conference business and guest accommodation on the campus at Maynooth University and St Patrick's College, Maynooth. Peak season is early June to early September, with 1,300 rooms available to tourists, conference delegates, language and summer school students, sports programme participants, retreatants and event attendees. 72 guest rooms are available throughout the year.

THE OPPORTUNITY

We are looking to employ a front desk receptionist on full-time basis from May 2019. The post will be offered initially as a three-year contract.

THE ROLE

In the course of a typical day, the receptionist will be expected to carry out the following duties:

- Create, amend or cancel bookings
- Process cash and charge-card payments
- Handle check in and check out
- Ensure guest records are properly and promptly maintained
- Deal with guest enquiries, including provision of information relevant to their stay on-campus and their visit to Maynooth and/or Ireland
- Liaise with event organisers and group representatives
- Liaise with housekeeping staff, resident assistants and with other support departments, including Security, Campus Services, Health & Safety, Power House and catering suppliers
- Assist members of the public with general enquiries
- Carry out regular and occasional administrative tasks

THE PERSON

The ideal candidates will display the following qualities:

- A strong awareness of customer service values
- Experience in a customer service environment
- An informed and enthusiastic awareness of what guests and visitors expect and require

- A commitment to ensuring our guests and visitors have an enjoyable and memorable experience
- An ability to work effectively as part of a team
- The capacity to perform expertly under pressure
- An appreciation of the need to present the university campus in a positive light
- An understanding that the receptionist is the public face of Maynooth campus and must be friendly, efficient and attentive at all times.

The successful candidate will be required to familiarise her/himself quickly with our reservations system, with all communication systems (email, telephone, in-system) and with procedures in place to ensure that business is conducted efficiently and properly.

HOURS OF WORK

The reception service operates seven days a week from 08:30 until 23:00. The standard working week is 30.5 hours, but flexibility is required from time to time.

There are two daily shifts. The morning shift is from 08:30 to 16:00 and the evening shift from 16:00 to 23:00. The reception roster has a three-week cycle, with one weekend free in every three. Each receptionist has two contiguous days off each week.

REMUNERATION

The starting salary for the post is €21,960 per annum.

HOW TO APPLY

Applications must adhere to the following:

- You may only apply **by email**
- Send your application to the manager, Dr Bill Tinley, at bill@maynoothcampus.com
- Include a **cover letter** – this may be a separate document or may be incorporated into the body of the email – which should state the reasons for your interest in the role
- Include an **up-to-date CV** (please avoid narrative formats – bullet points are preferable) which must provide the name and contact details of at least two referees
- The subject field in your email must include **SCFDR19**
- The **deadline** for receipt of application is **23:00 on Wednesday, 1 May 2019**.

Applications that fail to comply with any part of this procedure will not be considered.

SELECTION PROCEDURE

- Once all applications have been assessed a shortlist will be drawn up
- Shortlisted candidates will be called to interview in the week beginning **6 May 2019**.
- Interviews will consist of a series of set questions and an opportunity for the candidate to give a presentation

COMMENCEMENT

The successful candidate will commence work on or before **20 May 2019**.