

## **RECEPTIONIST (Clerical Officer) : DUTIES**

### **Switchboard**

Answer calls and redirect as appropriate. Deal with general queries where possible, otherwise redirect queries to relevant members of staff. Keep a record of messages and forward by email to member of staff. Note that calls from the other DIAS buildings (Fitzwilliam Place and Merrion Square) are redirected to Burlington Road switchboard when they are not manned. Secure switchboard at the end of the day and ensure recorded message is activated outside of office hours. Check voicemail for messages every morning and lunch time.

### **Receptionist**

Greet all visitors and assist with their enquiries. Ensure all visitors Sign In and Sign Out. If visitors are coming to meet with a member of staff, the staff member should come to Reception to meet them. Otherwise, the member of staff should give clearance that the Visitor can proceed to their office. Do not allow any visitor that are not known to you as a regular DIAS visitor past Reception. Ensure all contractors report to Reception. Check that they have made prior arrangements for work and inform the relevant DIAS contact person. Receive goods inwards and arrange taxis and couriers as directed. Maintain records of such transactions and reconcile invoices as required.

### **Post**

Frank all outgoing mail and record details on the online postal records schedule. Ensure franking machine is in working order and arrange credit top up as necessary with the Finance Office.

### **Book Orders:**

Package and dispatch books as per Book Orders forwarded by the Finance Office.

### **Lecture Room/Conference Room**

Handle all bookings for the Lecture Room and Conference Room and make all the necessary arrangements for facilities/services required, including tea/coffee and general catering. Order water bottles and drums for water dispensers as required.

### **Clerical/Admin & General Support.**

Provide other general clerical/administrative support as required, for example ordering stationery & cleaning supplies, assisting with organization of events, travel arrangements for staff/scholars, etc.

### **Security**

Remain vigilant at Front of House and report any suspicious activity to the Registrar's Office  
Ensure security camera equipment is in working order. Secure Key Box.

### **Emergency Procedures**

Man the switchboard in an emergency and operate agreed emergency procedures.