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| Job Title       | Receptionist                                     |
| Date Reviewed   | May 2019   |
| Responsible To  | Office Manager                                   |
| Responsible For | None   |
| Location        | Head Office, Malvern Road, Maidenhead, Berkshire |

### Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee your power. For 30 years we've been supplying UPS systems and standby diesel generators providing our clients with reliable back-up power solutions for their mission critical services & systems.

We are trusted by many of the UK's largest Data Centre operators, Finance & Banking providers and Telecommunications companies to design, install and maintain 100% power integrity by providing diesel generators, uninterruptible power systems, switchgear, protection relays and turnkey solutions.

AVK specialise in all aspects of the design, planning, implementation and on-going maintenance of critical power systems. We provide solutions for standard or bespoke applications, with UPS systems ranging in size from 10kVA to 2000KW to standby diesel generation ranging in size from 4kW up to 3MVA and covering all project sizes from £1k up to £30m. Our extensive and growing client base reflects our highly regarded reputation for both quality and service

### Role Summary:

A full-time position providing a courteous and professional welcome to all visitors and employees at our Head Office and the first point of contact for all incoming calls redirecting enquiries to the correct location for action. This role will provide administration support for various departments and actively manage the meeting room booking system and refreshments.

### Responsibilities

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|  | Receive all internal and external visitors to our Head Office in a courteous and friendly manner  |
|  | Organise and reserve car parking for visiting clients   |
|  | Answer all incoming calls, re-directing without undue delay and taking messages when required   |
|  | Actively manage the meeting room booking system, offering alternatives at times of high requirement   |
|  | Arrange all catering and refreshments requirements for internal and external meetings with approved suppliers   |
|  | Provide administrative support for departments at times of high workload, actively managing priorities and keeping stakeholders advised of timescales |
|  | Keep the reception area in a tidy state at all times  |
|  | Organise all travel and hotel bookings with requisite approval obtained   |
|  | Assist with facility management ensuring tea, coffee and consumables are kept at optimum levels   |
|  | Maintain the visitor register, provide visitor passes on entry ensuring return upon exit  |



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|  | Ensure the visitor register is removed from the building in the event of an emergency   |
|  | Stationery order collation across the business on a monthly basis, keeping track of items delivered and distribute to recipients. |
|  | Ensure the stationery cupboards are maintained with key items   |
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| Key skills and knowledge  | Desired/Essential |
| A friendly, professional and polite disposition                                   | Essential         |
| Excellent telephone manner  | Essential         |
| Strong attention to detail and organisational skills                              | Essential         |
| Accurate typing with audio typing skills  | Essential         |
| Team player with the ability to build rapport and relationships across a business | Essential         |
| Car driver  | Desired           |
| The ability to remain calm and poised at times of high workload or under pressure | Essential         |
| A flexible and willing approach to duties   | Essential         |
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I accept the job description for the position of Receptionist. I further accept that I may be asked to undertake duties and actions not contained in this job description to ensure the continued success of the business

Signed \_\_\_\_\_

Date \_\_\_\_\_

Name \_\_\_\_\_