

Castle Receptionist Role Description

Role Purpose

To provide a welcoming first point of contact for visitors and customers, support day-to-day administrative operations, and assist in sales and customer service activities.

Key Responsibilities

Reception Duties

- Greet and assist visitors, clients, and suppliers in a professional and friendly manner.
- Handle incoming calls, emails, and enquiries; direct them to the appropriate person or department.
- Maintain a tidy and organised reception area.
- Manage meeting room bookings and coordinate visitor appointments.

Sales Support and Reservations

- Respond promptly to sales enquiries by phone, email, and in person.
- Creating bookings for coach trade
- Assist in preparing quotations and order confirmations.
- Prompt sales invoices
- Update customer records and CRM systems.
- Promote castle services when appropriate.

Administrative Duties

- Perform general administrative tasks such as filing, photocopying, and data entry.
- Support the administrative workload of the Castle Operations Manager
- Support the preparation of reports, correspondence, and marketing materials.
- Process incoming and outgoing mail and deliveries.
- Assist with stock control and ordering of supplies.
- Liaise with suppliers and service providers when required.

Skills and Attributes

- Excellent communication and interpersonal skills.
- Strong organisational and time management abilities.
- Attention to detail and accuracy in all tasks.
- Confident IT user (Microsoft Office, CRM software, email systems).
- Professional telephone manner and positive customer service attitude.
- Ability to work independently and as part of a team.

Qualifications and Experience

- Previous experience in reception, customer service, or administrative role preferred.
- Experience in sales support or order processing desirable.
- Experience of Scottish tourism industry would be beneficial

Personal Qualities

- Friendly, approachable, and professional demeanour.
- Proactive and willing to take initiative.
- Reliable, trustworthy, and discreet with confidential information.
- Organised with a high attention to detail