



Job Opportunity: Receptionist (full-time - 32 hours)

Mardyke Arena UCC is seeking experienced receptionist to join our team on a full-time basis.

The **Receptionist** will serve as the first point of contact for all customers of the Mardyke Arena UCC ensuring a warm and professional welcome while delivering exceptional customer service. The ideal candidate will have at least two years of experience in a similar role, excellent communication skills, and the ability to multitask in a fast-paced environment.

Key Responsibilities:

- Front of House Reception cover.
- Taking bookings for the indoor sports facilities, ensuring accurate bookkeeping and time/space management at all times.
- Receiving payment and issuing receipts for the use of sports facilities.
- Handling card payments and performing daily reconciliation at the end of the day.
- Undertaking the correct banking procedure and daily summaries ensuring an accurate record is produced daily to the finance department.
- Dealing with all queries regarding memberships, courses, classes, bookings, and other general information whilst always ensuring the highest standards in customer service.
- Helping the growth of our membership base, updating membership applications.
- Excellent IT skills (Word, Excel, and Access).
- Strong people skills.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as needed to ensure the smooth running of the company.

What We Offer:

- Competitive salary
- 20 days annual leave (pro-rata)
- Pension and sick pay schemes (T&C's applicable)
- Paid lunch breaks
- Sunday & Bank Holiday allowances
- Free access to Arena facilities
- Ongoing training and career development
- Staff uniform (where applicable) & parking

To apply, send your CV and Cover Letter to MardykeHR@ucc.ie by **Tuesday 13th October**.

Mardyke Arena UCC is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees