

Receptionist/Telephonist

Dublin Rape Crisis Centre

Dublin Rape Crisis Centre (DRCC) has a twofold mission: to prevent the harm and heal the trauma of all forms of sexual violence. We provide first response services through the National 24/7 Helpline, face to face therapy and an information and support service. We provide accompaniment and support to those who attend the Rotunda Sexual Assault Treatment Unit, Garda Stations, Courts and other settings. In addition, we offer education and training programmes for a wide variety of professionals, frontline staff and volunteers who work with those who have experienced sexual violence.

THE ROLE:

Reception Duties: 5 Day Fortnight (Week 1 = 3 days/ Week 2 = 2 day)

Ensuring reception is open for business promptly from:

- **09:00 until 18:00hrs Monday and Friday,**
- **8:30 until 17:30hrs Tuesday, Wednesday and Thursday**

DUTIES:

You will be responsible for, but not limited to:

- Dealing with service users by daily appointment schedule
- Logging client appointment status on DRCC CRM system (Training provided).
- Answering and logging all incoming telephone calls on DRCC CRM system
- Dealing with information queries including the logging and passing on of messages to members of staff including therapists who maybe otherwise be engaged
- Recording incoming and outgoing correspondence, post, couriers, and hand delivered items etc. as per the procedures already established, to include GDPR rules and regulations
- Providing electronic daily appointment status report to Therapy Management team
- Arranging handover' details to evening receptionist
- Dealing with call-ins to the Centre seeking counselling advice
- Ensuring the reception area is clean, looks professional and that all support material is up to date and well stocked

About You:

- A team player who is the first point of contact for visitors at the DRCC, greeting them in a polite manner
- Be punctual, ready to start your role at the appointed time, on arrival to the office or returning from necessary breaks.
- Proven ability to be flexible when required
- Demonstrate a professional manner at all times ensuring clients & visitors are treated with respect and confidentiality.
- Take instruction from your Team Lead and Line Manager & work closely with your Reception/Administration colleagues

The Ideal Candidate:

The ideal candidate must have the following:

- At least 2 years previous reception experience
- Current working knowledge of IT skills, including proficiency in Microsoft Word, Excel, Microsoft Outlook & CRM Systems (CRM training will be provided)
- Excellent communication skills both written and verbal
- Energetic and an ability to multi-task, prioritise workload, and adapt to a dynamic and busy growing organisation
- Ability to deal professionally with all types of information, including that of a highly sensitive and confidential nature
- Adhere to the Values of Dublin Rape Crisis Centre

What we offer you:

- Salary €16,941 per annum
- Annual Leave 13 days per annum
- 2 Company Days - Good Friday and Christmas Eve
- Pension Contribution after one year's continuous service
- Immediate access to Travel Tax Saver Scheme & Bike to Work Scheme
- Immediate Access to DRCC EAP Programme

NOTE

Garda Vetting is a requirement.

All prospective employees are required to declare prior convictions and whether they have been or ever having been the subject of any investigation or inquiry into abuse or other inappropriate behaviour.

The details contained in this job description reflect the content of the job at the date the job description was prepared. It should be remembered, however, over time, the nature of individual jobs may change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.



DRCC

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Applicants should be aware DRCC is located in an old Georgian building on Leeson Street with access steps from the street.

It is committed to providing reasonable accommodations for applicants and employees with a disability.

Should you have a reasonable accommodation request, and you wish to discuss please contact Naomi Patton, HR Manager.

Please apply with a Cover Letter and up to date CV to recruitment@rcc.ie insert Receptionist in the subject line or for queries, email Naomi Patton, HR Manager.