

# Job Description

## Receptionist / Administrator

Name : ??

Date of commencement : ??

**Responsible to : Practice Manager/ Principal / Directors**

### General Purpose

This job description is designed to assist in your understanding of what is required to successfully complete the role as Receptionist. It is not designed to be a prescriptive all encompassing list of tasks. The Practice Manager is appointed to manage the practice in the best interest of Nick Hoogeveen & Associates and has the right to manage, and the receptionist is required to follow direction from the Practice Manager.

The Receptionist is the first point of contact for clients, and often presents the first impression of the practice to prospective clients and visitors. Providing a warm welcome through all communication media ie in person, by phone, email or fax is of the utmost importance.

***“To be an effective member of the Nick Hoogeveen & Associates team”***

Within the general function of this role, some specific tasks and responsibilities included in this Job Description may be amended by the employer from time to time, to reflect the on-going development of operational practices.

## Position Key Tasks & Responsibilities

- Reception : Be the first point of contact greeting all clients, visitors and reps entering the office and deal with visitor enquiries
- Telecommunications : Be the first point of contact answering incoming telephone calls and passing on messages to all staff
- Administer and update answer phone system, clearing messages and relaying messages to intended recipients
- Administer and maintain electronic diaries/calendars for directors and seniors and schedule appointments
- Administer all incoming mail, courier deliveries and over the counter documents
- Receipt & prepare the firm's daily banking
- Record & distribute incoming records and distribute to staff
- Administer & prepare all outgoing mail and outward deliveries
- Administer fuel rebates on behalf of client
- Administer the BankLink system in conjunction with other team members
- Administer the client Permanent records system
- Administer the Minutes & Signed Documents records
- Administer the firms filing system and recording of documents
- Administer the Old Records system
- Assist and undertake administration roles as instructed by the Practice Manager
- Support and assist staff with specific requests and other duties as required.

## Desirable Experience, Skills and Personal Attributes

### Experience

- customer service
- telecommunication
- computers in an employment environment
- general office administration
- CS Design/Photoshop would be an advantage

### Skills

- computers and relevant software applications
- good spelling and command of the English language
- good listening skills & accurate relaying of messages
- good verbal and written communication
- good with figures/math
- typing/keyboard/calculator
- adhere to the requirement for accuracy and confidentiality
- have a flair for publishing design & layout

### Personal Attributes

- reliable, healthy, honest
- assertive, confident, initiative, a pleasant friendly nature
- attention to detail
- professional personal presentation
- able to work alone or with others
- commitment to safe work practices
- stress tolerance
- a multi tasker with a 'can do' attitude
- can work under pressure
- discrete
- efficient and timely
- enjoys dealing with people
- a team player who contributes and assists others willingly
- has a 'can do' attitude
- has a willingness to learn and take instruction

### Performance Evaluation

The performance of the incumbent will be monitored regularly by the Practice Manager and on occasion the Directors. Performance will be formally evaluated on an annual basis by the Directors and discussed at the annual review