

## Position Description

<b>Position:</b>	<b>Tamworth Receptionist</b>
<b>Location:</b>	Tamworth
<b>Reports To</b>	Location Principal
<b>Primary Objective</b>	Provide professional reception services to clients and team members.

**Expected Functions & Tasks:** TECHNICAL

- Welcome clients and visitors warmly into office and announce arrival to appropriate persons.
- Answer telephone calls, determine purpose of callers, forward callers to appropriate staff, and schedule appointments.
- Liaise expertly between clients and team members.
- Organise Tea/Coffee for clients.
- Organise catering for meetings and functions.
- Maintain reception area in a clean, tidy and professional manner.
- Collect and deliver mail to the post office.
- Control incoming mail for the office including sorting and distributing Business Services mail.
- Prepare outgoing mail for posting including recording mail in register.
- Attend to all courier and special mail deliveries.
- Process EFTPOS payments and issue receipts.
- Maintain a \$100 change float.
- Prepare daily banking including processing cheques payable to Forsyths.
- Process Financial Services Company Annual Review documents
- Perform Electronic lodgement of ATO documents
- Scan and file ATO lodgement documents.
- Manage Tamworth Emails
- Communicate with Principals each morning to report absent staff.
- Other ad-hoc duties including provide word processing and administration support as required.

#### OPERATIONAL

- Take responsibility for the completion of work allocated and seek immediate assistance where uncertainty exists.
- Adhere to internal policies and procedures.
- Support other team members and promote a positive work environment.
- Provides support to team members in the completion of work, including providing appropriate feedback in a constructive and helpful manner.
- Actively pursues opportunities to improve work practises, client service and internal processes.

#### CLIENT SERVICE

- Displays a strong client service ethic.
- Produces quality client documentation and work within agreed timeframes and presentation standards.
- Maintains an awareness of changes to legislation and industry practices and considers the impact of these on clients.

#### PERSONAL

- Demonstrates a positive attitude, enthusiasm and maturity.
- Maintains high levels of professionalism at all times.
- Responsibility for prioritising and managing own workflow within time requirements.

#### STRATEGIC

- Represent and promote the Firm, including participating in marketing activities, as required.

#### **Qualifications:**

- Qualifications consistent with business administration are desirable but not essential.

#### **Knowledge and Experience:**

- A minimum of one year on the job experience demonstrating the technical and other requirements of the job; and
- Intermediate to Advanced knowledge of Microsoft office software.
- Excellent technical skills and knowledge.

#### **Other Requirements:**

- Ability to travel to client and firm sites as required.