

Position Description - Receptionist

Reporting Lines

Reports to: Human Resources Manager

Works Closely with: Office Administrator, Managers and Customer Support

Direct Reports: None

Overview

As “the face of the company” the receptionist behaves with a professional conduct at all times in appearance and treatment of employees and visitors. It is important that all incoming calls, mail and visitors are directed swiftly and accurately to employees, especially Customer Support calls.

The Receptionist is responsible for the administrative upkeep of the office, ensuring stationary levels are maintained, work areas are kept tidy, meeting rooms are appropriately prepared and office filing systems are maintained.

This role will also require work to be done for staff and management where required, such as data entry, letter typing, mail outs, printing and binding and other office administration tasks.

Key Areas of Responsibility

Front Office

As first point of contact the Receptionist:

- Answers and directs all incoming phone calls in a professional and courteous manner
- Greets clients and visitors by name, directs them to the appropriate person and provides refreshments where required
- Answer and handle all calls in the company’s best interests including a consistent and professional approach to receiving and managing calls
- Prepares areas for meetings
- Anticipates the arrival of visitors and clients and ensures that office is presentable and staff are prepared as appropriate
- Maintains meeting room and boardroom diaries

Office Duties

- Maintain appropriate record of vending machine finances
- Ensure the vending machine is stocked at appropriate levels and order supplies for the vending machine
- Ensure sufficient stocks of supplies are available at all times
- Ensure kitchen areas and equipment are clean and tidy

Organisational

The Receptionist is responsible for ensuring that the office environment is functional by:

- Directing incoming mail to appropriate personnel and preparing outgoing mail
- Organising Couriers
- Maintaining stationery levels and recommend to order when appropriate
- Maintaining levels of other goods for office use

General

- Running errands as required
- Organise travel arrangements when necessary
- Provide personal assistance to Senior Management
- Administrative duties as required
- Filing for finance
- Data entry as required
- Other duties as specified by management
- Provide refreshments to management when appropriate

AusRegistry Group reserves the right to request tasks on an ad hoc basis as per the company's operational requirements.

Selection Criteria

- Intermediate knowledge of Microsoft Office Suite
- Customer Service Experience
- Well – presented and Friendly
- Can do attitude
- Common Sense
- A certificate in Business Administration would be favourable