

POSITION DESCRIPTION	
Position Title	Receptionist
Reports to	Office Manager
General Description	Responsible for coordinating the reception function of the Firm including answering the telephone, transferring calls, or taking messages, managing the reception area, and ensuring the wellbeing of clients as they visit and leave the premises.
Essential Qualifications, Experience, and attributes	<ul style="list-style-type: none"> Certificate IV in Business, or willingness to obtain Proficient using all Microsoft applications Excellent verbal and written communication skills Minimum 2 years' experience in a similar role
Task Responsibilities	
Below is a general outline of the role, all tasks are to be completed in accordance with established reception procedures and Firm policies.	
Telephone	Promptly answer calls for all R&M entities Promptly transfer calls/take messages/respond to enquiries as required, in accordance with reception and telephone procedures
Clients	Greet and attend to clients in a friendly professional manner Advise Partners/staff of client arrival Maintain a list of clients in the office Assist clients with general queries, both in person and on the telephone Schedule appointments as required Assist with client database maintenance as required
Manage Reception Area	Attend to the opening and closing of the building in accordance with reception and security procedures Maintain the reception area displays, resources and reading material, childrens toys etc Ensure reception area is clean, tidy and organised at all times
Staff Administration	Email absentees each morning to staff Maintain a current list of all Partners and staff absent from the office during the day Maintain a register of all contractors on the premises Coordinate and order staff birthday cakes, assist with catering or functions as required Coordinate catering for Partners lunches/meetings Assist with other general staff administration as required
Mail and Deliveries	Sort and distribute incoming mail to appropriate team members, per reception procedures Coordinate courier deliveries (in coming and out going)

Payments and Banking	Process client payments including cash and EFTPOS transactions Prepare daily banking and related documentation Complete daily reconciliations and provide reports to Accounts Officer Maintain petty cash and related documentation
Other	Lodge all company secretarial forms with ASIC and stamp as lodged Assist with WH&S procedures as required, including emergency evacuations Complete filing and file maintenance as required in accordance with office procedures Complete word processing and correspondence as required Coordinate miscellaneous fundraising and purchasing eg. Daffodil Day, books, Biggest Morning Tea etc Assist with other administration duties as required.

General Responsibilities and Expectations

- Be familiar with and adhere to R&M Policies and Procedures.
- Be familiar with and promote R&M values at all times.
- Communicate professionally with clients and colleagues and maintain the highest level of confidentiality at all times.
- Build positive productive working relationships internally and externally, while possessing a positive and mature attitude to the role.
- Demonstrate a commitment to efficiency and continued professional development by attending and actively participating in training, taking responsibility to seek self-development opportunities and keeping up to date with technical matter.
- Conduct your business in compliance with ethical practises.
- Monitor and adhere to procedures and workflow deadlines.
- Attend/support relevant R&M related events.
- Follow all reasonable instructions of Managers and Partners.

Agreement to this Position Description

I have read and understood this Position Description.

I understand that this document provides general information and that it may be altered at any time at the discretion of the Firm.

I agree to perform to the best of my ability and to deliver the responsibilities described in this Position Description, in accordance with Firm policies and procedures and all reasonable management directions.

Agreed by: _____
Employee **Signature** **Date**

Signed on Behalf of Roberts and Morrow:

Name **Signature** **Date**