

## **RECEPTIONIST – ADMINISTRATION ASSISTANT Job Description**

### **Primary Tasks**

#### ***Reception***

Your primary task is to be responsible for our reception. This involves:

1. Answering the phone and transferring calls.
2. Opening the door, greeting visitors informing the relevant colleague that they are here.
3. Dealing with general enquiries.
4. Being helpful and polite to callers and colleagues.
5. Dealing with the post and Document Exchange (DX), including:
  - a. Picking up the DX if necessary
  - b. Opening, dating, sorting and scanning post, DX and taking it to a designated person
  - c. Dating documents brought throughout the day by clients or couriers and taking them promptly to the appropriate caseworker.
  - d. Attaching scanned
  - e. Sending post and taking DX to the exchange at the end of the day
  - f. Going to the post office when required.
6. As requested, monitoring e-mails received at general office address and forwarding promptly to appropriate colleague
7. Sending faxes, including:
  - a. Obtaining or checking the numbers when necessary
  - b. Checking that faxes have been sent successfully
  - c. Checking that faxes received are complete and legible and if not contacting the senders to ask them to send them again
  - d. Promptly scanning incoming faxes and distributing by internal e-mail
  - e. Delivering fax confirmation sheets to caseworkers twice a day
  - f. Ensuring the fax machine has sufficient paper and changing the toner.
8. Sign posting telephone callers to other agencies in consultation with caseworkers and completing records.
9. Sending text messages to clients when requested.
10. Sign posting telephone callers to other agencies in consultation with caseworkers and completing records.
11. Taking messages accurately and promptly sending them by internal e-mail.

12. Making and keeping the reception room clean tidy and safe for visitors at all times and making sure the desk is tidy before leaving the office at the end of the day.
13. Keeping reception secure and in particular ensuring that cupboards are locked and that the stamps folder is kept securely.
14. Filling out forms for clients when requested by a caseworker and under caseworker supervision.
15. Listening to voicemail messages in the morning (if this has not been done by somebody else) and then passing the messages to the appropriate person.
16. Liaising with other staff when you need to leave reception.
17. Watering the plants.

### ***Administration***

18. Assisting with general office administration and maintenance, including:
  - a. Ordering office supplies;
  - b. Maintaining records of books and subscriptions;
  - c. Scanning files for archiving;
  - d. Arranging for collections of confidential waste;
  - e. Liaison with gardener and cleaners.
19. Assisting accounts department, including;
  - a. Recording and payment of invoices from suppliers;
  - b. Petty Cash.
20. Keeping the basement tidy.

### **Secondary tasks**

21. Occasional translation of documents and correspondence and interpreting in emergencies.
22. Occasional ordering of outside translation and interpreting services.
23. Occasional photocopying as requested for clients attending the reception.
24. Occasional preparation of bundles for court.

25. Liaising with colleagues over technical problems with the copier and/or ensuring that faults are remedied by maintenance contractors.
26. Assisting with archiving and preparing and sending documents for secure destruction.
27. In emergencies filing documents at court.
28. Assisting the office manager as reasonably required.

## **General**

1. The above duties to be performed in a polite and helpful manner and in co-operation with colleagues.
2. Client confidentiality is to be preserved at all times. In particular confidential documents should not be left where anyone other than colleagues can see them and you should not discuss or name clients when other clients or members of the public can hear you.
3. You will report to and be supervised by the office manager. Your hours of work 9.30 am – 5.30 pm.