

## Receptionist

### Job Description

**Overall Purpose:**

To process all incoming telephone calls with no undue delay in a courteous, professional and informed manner. To receive and process all visitors to the company particularly clients, in a helpful, friendly and professional manner. Maintain the reception area and all client-facing areas to a high standard. In these respects, there is a high degree of responsibility to project the image and ethos of the company at all times. To undertake various administrative duties whilst processing callers and visitors.

**Reporting to:** HR & Operations Manager

**Main Duties and Responsibilities:**

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| 1. To efficiently and professionally handle all telephone calls including manually logging calls and accurately relaying messages as soon as possible to the staff member concerned. |
| 2. Deal with all information provided efficiently, accurately and promptly as possible.  |
| 3. Deal with all visitors to the reception area in a professional, efficient and friendly manner.  |
| 4. To take payment of invoices, including using the credit card machine.   |
| 5. Banking cash and cheques and taking the post at the end of the day  |
| 6. To forward all incoming faxes and emails as promptly as possible  |
| 7. To access the diaries of fee earners to confirm appointments and book meeting rooms as requested  |
| 8. To ensure the image of the company and immediate environment is maintained through the tidiness of the reception area, frontage and adjoining meeting rooms                       |
| 9. Prepare refreshments for clients and visitors and clear away.   |
| 10. To log all calls and monitor footfall in order to prepare monthly figures, including waiting times   |
| 11. Record keeping – new file number and bill number allocation.   |
| 12. Ensuring franking machine is kept topped up, taking meter readings for photocopier and ordering ink cartridges.  |
| 13. Order stationary   |
| 14. To make up and close departmental files as requested.  |
| 15. To ensure the confidentiality and security of the company's and client documentation and information at all times  |
| 16. To undertake any other administrative duties as may reasonably be required from time to time.  |

## Job Features

<b>Organising</b> and prioritising their own workload to fit in with the needs of the role and the department
<b>Supporting the team...</b> to support other members of the team including assisting them at busy times.
<b>Marketing...</b> to be an active member of the Team, helping to generate and promote marketing initiatives, in co-operation with the Director Responsible and the Company's Business Development Manager
<b>Internal / External Relationships:</b> Internally.. to help maintain sound and supportive business relationships with all departments  Externally.. to ensure the highest level of client care, consistent with the Client Charter of the Company, and consistent with its core values
<b>Problem Solving..</b> to participate in the development of improved operating practices consistent with the Firm's practice of continuous improvement