

## JOB DESCRIPTION – RECEPTIONIST / ADMIN ASSISTANT

1. The Reception / Admin Assistant is directly reports to Business Manager.
2. This position is to provide data entry into various Microsoft Office systems, to co-ordinate orders for goods and sales and general reception duties.
3. The key duties and responsibilities of this position are as per below:
  - Handling of all phone calls including answer, screen and forward any incoming phone calls
  - Receive and greet all visitors in a professional and warm manner
  - Assist in General Office administration such as filing, photocopying, collating, emailing etc.
  - Use various programs to enter, reconcile and raise orders and invoices
  - General data entry
  - Receive, sort and distribute all incoming mails/deliveries/couriers
  - Order consumables in an orderly and timely manner
  - Complete jobs in a timely manner
  - Other office duties as required

### Competency

The individual performing this job should be able to demonstrate the following competencies:

- **Skills and Knowledge:** Strong administration skills; Computer literate; Must have experience or ability to learn using Microsoft Office products and accounting packages such as MYOB or similar
- **Problem Solving:** Able to identify and resolve problems relevant to this position in a timely manner; Able to work effectively in a team environment in order to solve problems. Willingness to try new things if this may lead to positive outcome for the problem at hand.
- **Interpersonal Skills:** Use reason when dealing with emotional topics; Open for ideas brought up by others; Must be able maintain a high level of confidentiality; Friendly, co-operative manner
- **Communication:** Able to communicate with a variety of people with different cultural backgrounds and with people that do not have English as their first language; Respond in a patient matter to questions; Participates actively in meetings.
- **Planning and Organisation:** Able to prioritise work activities with a flexible approach to change within the daily routine; Good attention to detail; Ability to think logically; Good time management; Ability to work in an organised manner and complete job in timely manner; Must be able to work unsupervised