



## Position Description

<b>Position</b>	Receptionist
<b>Reporting to</b>	Chief Executive Officer
<b>Positions reporting directly to this position</b>	Nil

<b>Job Scope</b>	
<b>This role is primarily responsible for</b>	Acting as the first point of contact for all client enquiries both by telephone and in person. Managing the reception area and providing administrative support to the Legal and Support Staff.

<b>Areas and Responsibilities</b>	
<p><b>Reception Duties</b></p>	<p>Act as first point of contact for all clients and visitors to the Firm.</p> <p>Ensure all clients and visitors to the Firm are welcomed in a friendly and professional manner.</p> <p>Ensure visitors are escorted into the boardroom or meeting room and provided refreshments.</p> <p>Answer incoming telephone calls.</p> <p>Manage meeting room schedules.</p> <p>Assist authors to manage diary and enter appointments.</p> <p>Take telephone messages when staff are unavailable and pass on such messages immediately to the appropriate staff member.</p> <p>Respond to client enquiries with a sense of urgency.</p> <p>Receive, record and receipt invoice payments.</p> <p>Manage EFTPOS facilities.</p> <p>Prepare and manage courier deliveries (inbound and outbound).</p> <p>Keep the reception, meeting spaces and surrounds, file, and deed storage areas neat and tidy as appropriate for the Firm's professional image.</p> <p>Ensure meeting spaces, reception and the Firm's office area generally are kept hygienic as per the current COVID-19 policy that is in effect.</p> <p>In the event of an Emergency perform the duties of the Firm's Fire warden.</p> <p>Maintain and manage the Firm's Civil Defence Emergency Kit and Emergency Water Supplies.</p>
<p><b>Secretarial Support and Typing</b></p>	<p>Assist authors with the preparation of documents and correspondence.</p> <p>Type accurate, clear, and grammatically correct documents and correspondence to a consistently high standard.</p>

	<p>Assist authors with filing of documents, letters, and correspondence neatly on the appropriate file.</p> <p>Scan and electronically file deeds into the Firm's Practice Management Software and deeds storage.</p> <p>Open client matter files as requested by authors.</p> <p>Do all photocopying, printing, faxing and emailing as required for authors.</p> <p>Undertake administration tasks in respect of the Firms obligations pursuant to the Anti-money laundering and countering financing of terrorism legislation.</p> <p>Maintain word processing files.</p> <p>Maintain author's files in a tidy and chronological order.</p> <p>Collate mail and address envelopes to ensure mail is included in the next mail pick up.</p> <p>Prioritise matters, set objectives, and follow through.</p> <p>Comply with all legislation and Law Society rules and have a good understanding of the Rules of Conduct and Client Care and comply with them at all times.</p>
<p><b>Client Relationships</b></p>	<p>Assist the Firm's authors and support staff to build and maintain client relationships and to maintain regular contact with clients.</p> <p>Actively acknowledge client requests, emails and phone calls within 3 hours of receipt of message and/or email.</p> <p>Update the Firm's authors and/or support staff (where appropriate) concerning client requests and/or telephone calls or messages.</p> <p>Treat all clients with respect.</p> <p>Assist Principals and other staff with clients/matters as required.</p> <p>Actively participate in the Firms marketing activities and client functions.</p>

<b>General</b>	<p>Maintain relationships with the Firm’s legal advisors and support staff and interact with supervisors and management in an appropriate manner.</p> <p>Ensure that electronic diary is kept up to date at all times and monitor staff departures from and anticipated return times to the Firms office.</p> <p>Maintain accurate and up to date time records in the Firm’s Practice Management Software</p> <p>Read and comply with the Firms Policy and Procedures Manual.</p> <p>Provide back-up and support for other staff (including filling in for them as required) to ensure client and office services continue uninterrupted.</p> <p>Undertake such other duties and responsibilities (including banking and mail collection), as Chief Executive Officer may reasonably request from time to time.</p> <p>Keep desk and work area clean and tidy.</p> <p>Understand what may constitute a risk to the Firm under its Professional Indemnity, Public Liability or any other insurance policy and report any potential liability, risk or error to the Conveyancing Principal immediately upon becoming aware of such an issue.</p>
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