

POSITION DESCRIPTION	
Position Title	Office Junior
Reports to	Receptionist
General Description	Support reception and team in housekeeping and other duties as directed in order to minimise the time spent by professional team members on non-chargeable tasks..
Team Responsibilities	System
Embrace the Mission of the business.	<ul style="list-style-type: none"> ▪ Mission Statement.
Understand how we work with and build relationships with our clients.	<ul style="list-style-type: none"> ▪ The Basis of Our Client Relationships.
Adhere to our client service standards.	<ul style="list-style-type: none"> ▪ Client Service Standards.
Professionally handle client queries.	<ul style="list-style-type: none"> ▪ How to Handle Client Queries.
Professionally handle client complaints.	<ul style="list-style-type: none"> ▪ Dealing with Complaints.
Be familiar with Our Firm's Areas of Operation.	<ul style="list-style-type: none"> ▪ Our Firm's Areas of Operation.
Conduct our business in compliance with ethical practices.	<ul style="list-style-type: none"> ▪ Ethics.
Adhere to the Health and Safety Policy.	<ul style="list-style-type: none"> ▪ Health and Safety – How We Do It Here.
Assist in answering incoming telephone calls.	<ul style="list-style-type: none"> ▪ Telephones – Answer Incoming Calls.
Maintain detailed and accurate time sheets.	<ul style="list-style-type: none"> ▪ Timesheets – Entering Hours Worked.

Individual Responsibilities	Systems
Admin	<ul style="list-style-type: none"> • Filing
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ Daily Filing
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ Create Files
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ Organising Files
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ Information Retrieval
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ Archiving
	<ul style="list-style-type: none"> • Relief Telephone Answering – Relieve Receptionist in his/her Absence
	<ul style="list-style-type: none"> • Handling Incoming and Outgoing Mail
	<ul style="list-style-type: none"> • Organising Couriers
	<ul style="list-style-type: none"> • Assist in Preparation of Client Newsletter
	<ul style="list-style-type: none"> • Do daily banking delivery
	<ul style="list-style-type: none"> • Sending faxes
	<ul style="list-style-type: none"> • Photocopying, collating and binding
	<ul style="list-style-type: none"> • Scanning
	<ul style="list-style-type: none"> • Stock take of stationery
<ul style="list-style-type: none"> • Maintain kitchen – Do dishes, keep clean 	

	<ul style="list-style-type: none">• Clear and clean all benches and tables in tea room and boardroom. Ensure fridge and microwave are clean
	<ul style="list-style-type: none">• Complete shredding
	<ul style="list-style-type: none">• Empty all rubbish bins
	<ul style="list-style-type: none">• Complete deliveries/pick ups as directed
	<ul style="list-style-type: none">• Check fountain and fill if necessary