

<b>POSITION DESCRIPTION</b>	
<b>Position Title</b>	<b>Receptionist</b>
<b>Reports to</b>	<b>Office Manager</b>
<b>General Description</b>	Manage our reception area and answer incoming phone calls. Be responsible for the well being of clients as they visit and leave our premises. Assist in word processing and the maintenance of the general filing system
<b>Team Responsibilities</b>	<b>System</b>
Embrace the Mission of the business.	<ul style="list-style-type: none"> <li>▪ Mission Statement.</li> </ul>
Understand how we work with and build relationships with our clients.	<ul style="list-style-type: none"> <li>▪ The Basis of Our Client Relationships.</li> </ul>
Adhere to our client service standards.	<ul style="list-style-type: none"> <li>▪ Client Service Standards.</li> </ul>
Professionally handle client queries.	<ul style="list-style-type: none"> <li>▪ How to Handle Client Queries.</li> </ul>
Professionally handle client complaints.	<ul style="list-style-type: none"> <li>▪ Dealing with Complaints.</li> </ul>
Be familiar with Our Firm's Areas of Operation.	<ul style="list-style-type: none"> <li>▪ Our Firm's Areas of Operation.</li> </ul>
Conduct our business in compliance with ethical practices.	<ul style="list-style-type: none"> <li>▪ Ethics.</li> </ul>
Adhere to the Health and Safety Policy.	<ul style="list-style-type: none"> <li>▪ Health and Safety – How We Do It Here.</li> </ul>
Assist in answering incoming telephone calls.	<ul style="list-style-type: none"> <li>▪ Telephones – Answer Incoming Calls.</li> </ul>
Assist in delegation by becoming familiar with the CFAQ system. (Clients Frequently Asked Questions.)	<ul style="list-style-type: none"> <li>▪ CFAQ Index.</li> </ul>
Maintain detailed and accurate time sheets.	<ul style="list-style-type: none"> <li>▪ Timesheets – Entering Hours Worked.</li> </ul>

Individual Responsibilities	Systems	
<b>Admin</b>	<ul style="list-style-type: none"> <li>Maintenance of the Reception Area</li> </ul>	
	<ul style="list-style-type: none"> <li>Order Stationery Requirements</li> </ul>	
	<ul style="list-style-type: none"> <li>Prepare and Distribute Minutes from Team Meetings</li> </ul>	
	<ul style="list-style-type: none"> <li>Switch the Phone System to Day Mode and Check Messages</li> </ul>	
	<ul style="list-style-type: none"> <li>Book Course and Conferences on Behalf of Team Members</li> </ul>	
	<ul style="list-style-type: none"> <li>Assist Office Manager with Year End Questionnaire Process</li> </ul>	
	<ul style="list-style-type: none"> <li>Collect the Mail and Distribute to Appropriate Team Members</li> </ul>	
	<ul style="list-style-type: none"> <li>Prepare outward mail for posting</li> </ul>	
	<ul style="list-style-type: none"> <li>File Correspondence Into Appropriate Files</li> </ul>	
	<ul style="list-style-type: none"> <li>Arrange Couriers as Required</li> </ul>	
	<ul style="list-style-type: none"> <li>Complete Word Processing and Correspondence</li> </ul>	
	<ul style="list-style-type: none"> <li>Return Client Records as Appropriate</li> </ul>	
	<ul style="list-style-type: none"> <li>Complete Daily Housekeeping Routine</li> </ul>	
	<b>Operations</b>	<ul style="list-style-type: none"> <li>Assist the Tax Administration Manager in the Electronic Lodgement of Taxation Returns</li> </ul>
		<ul style="list-style-type: none"> <li>Complete Manual Filing of Taxation Returns</li> </ul>

<b>Finance</b>	<ul style="list-style-type: none"> <li>Assist the Client Manager with Logging Incoming Work into Workflow System</li> </ul>
	<ul style="list-style-type: none"> <li>Print Monthly Job Reports and Distribute to Client Managers and Accountants</li> </ul>
	<ul style="list-style-type: none"> <li>Complete BAS and IAS Return Control Procedures</li> </ul>
	<ul style="list-style-type: none"> <li>Complete Receipting Procedures for Debtors</li> </ul>
	<ul style="list-style-type: none"> <li>Maintain Petty Cash Records and Reimburse as Required</li> </ul>
<b>Clients</b>	<ul style="list-style-type: none"> <li>Answer Incoming Telephone Calls</li> </ul>
	<ul style="list-style-type: none"> <li>Manage Annual Feedback System</li> </ul>
	<ul style="list-style-type: none"> <li>Collect Feedback from Clients at the Completion of Work</li> </ul>
	<ul style="list-style-type: none"> <li>Meet and Greet All Clients and Visitors to Our Offices</li> </ul>