

Administration Clerk/ General Administration/ Reception - DRAFT

In this role you will be provide administration support for Directors, Solicitors, and Support staff within the organisation. You will coordinate all incoming and outgoing communications for the business, receiving incoming telephone calls for the organisation, obtaining caller's name, and forwarding calls to the appropriate person or taking messages. You will also oversee email correspondence and assist in filing and documenting data. This role provides face to face interactions, greeting clients and visitors and directs them to the conference room or staff member's office. You will take additional administration duties, answering inquiries for the general public, scheduling appointments, receiving, or sending out messenger/courier items.

Performance indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Call Management.	Conduct effective call screening, directing, and message taking. A high degree of customer service is provided for all calls. All message details are taken accurately and ensure that they are followed up accordingly. Ensure that all calls are reviewed and contacted within 4 hours.	6 months
2	Email/Mail Management.	Managing incoming and outgoing email and mail correspondence. Conducting the proper scanning, filing, and distribution to the proper individual, ensuring all mail is received and accounted for during delivery times. Manage all emails correspondence by responding to queries within . Forward emails to the correct individual and ensure that the inbox is cleared end of day.	6 months
3	Amenities Management.	Conduct regular auditing of office supplies, amenities and other items as require, ensuring that costs and budgets are adhered to, with all additional ad hoc requests approved accordingly. Maintain and clean work space area, kitchen and common areas, ensuring it is checked and kept to standards on a regular basis. Ensure that all product supply levels are maintained.	6 months

S.no	Performance indicator	Measurement of performance indicator	Assessment period
4	Data Entry.	All data is kept up to date and entered into the system with 100% accuracy. Entering and maintain proper input of information into documents, ensuring all filing is actioned and conducted as per business standards. Review and complete an audit of data on a regular basis.High degree of competence on Microsoft office software suite, legal management software and other software applications as required. Quick learner and adept with technology.	6 months
5	Common Area Maintenance.	Maintain the general cleanliness of common areas throughout the working day, ensuring there is a thorough clean of amenities and equipment at the end of day and working week. Common areas should be clear of excess debris, kitchen ware, and other as required to maintain a clean appearance in these areas.	6 months
6	Conducting other duties as required.	Other duties are done promptly, efficiently, and to a high degree.	6 months
7	Payment processing	Using EFTPOS machine, take payments and process paperwork according to processes.	6 months
8	Company Policy	Know and understand company policies and particularly maintain and manage the Duress Alarm and Violent Risk policy and process.	6 months
9	Maintain professional Presence	Well-written and well-spoken communications and professional presentation as the front-of-house presence for the company. Polite, compassionate and empathetic demeanour. A friendly, engaging communication style.	6 months
10	Client Management	Ensure clients are looked after through visits to the office and consultations online, including refreshments and food, completion of relevant forms and sending of relevant documents, including the welcome bundle. Following up on clients when required.	6 months

Other roles and responsibilities

- Answer telephones, screen and direct calls
- Take and relay messages
- Provide information to callers
- Greet persons entering organisation

- Follow visitation procedures and processes for visitors
- Direct persons to correct destination
- Preparing letters and documents, receiving and sorting out e-mail and deliveries
- Manage client payments and paperwork and create invoices
- Deal with queries from the public , staff and customers
- Ensure knowledge of staff movements in and out of organization
- Monitor visitor access and maintains security awareness
- Provide general administrative and clerical support
- Prepare correspondence and documents
- Receive and sort mail and deliveries
- Monitor and maintain office equipment
- Ensuring that common areas in office premises are equipped with required office supplies as appropriate.
- Monitoring the use of equipment and supplies within the office and kitchen
- Coordinating the maintenance and repair of office equipment.
- Tidy and maintain the reception area and offices

Previous experience

- Experience working within a similar environment
- Knowledge of administrative and clerical procedures
- Knowledge of customer service principles and practices
- Good keyboard skills
- Knowledge of computers and relevant software application

Education

- Certificate in Business administration or applicable years of industry experience