



JOB SPEC
RECEPTIONIST
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Job Title: Receptionist

Purpose Of Job: To be the first point of contact for the company and to provide administrative support across the organisation.

Reports To: Practice Manager

Key Responsibilities & Accountabilities

- Answering, screening and forwarding incoming calls
- Meeting and greeting clients and other business visitors
- Opening, scanning, logging and allocating incoming post and deliveries
- Scanning and filling
- Managing outgoing post
- Keeping meeting rooms clean, tidy and stocked
- Arranging additional facilities needed for client meetings (e.g. sandwiches, making lunch bookings)
- Confirming client appointments
- Maintaining Client Birthday and Christmas Card/Gift List and organisation of timely posting of these
- Ordering and maintaining adequate stationery levels
- Ordering and maintaining general supplies for kitchen and office
- Assistance with general administrative tasks
- Sending Letters of Authority and chasers as per Advice Process
- Invoicing
- Typing if required
- Arranging travel if needed
- Managing post if admin staff are sick or on holiday to ensure that essential work is dealt with
- Other duties as directed by management

Personal Specification

JOB TITLE: Client Relationship Manager

CRITERIA **E OR D**

KNOWLEDGE

Microsoft Word, Excel and electronic diary management **E**

SKILLS

Excellent interpersonal skills **E**

Excellent communicator **E**

Shows initiative and takes personal responsibility for completing tasks **E**

Highly organised and disciplined **E**

Adopts a positive attitude, willing to assist others **E**

D = Desirable

E = Essential