

**Company:** Starf Ltd**Jobholder Name:** [insert name here]**Position Title:** Receptionist**Reports to:** Name [Administration Manager]**Department:****Work Type:** Permanent – Full Time**Location:** Flexible**Salary:** Negotiable**Date:** \_\_\_\_\_**(this document is subject to review from time to time)**

## Position Objective

**Provide efficient reception duties for and be the face and voice of the Organization.**

Below details how performance of the job is measured.

- **Documentation**  
Prepares documents as required. Liases with the Administration Manager on requirements for specified meetings/proposals.
- **Library**  
Maintain the company Library.
- **Marketing**  
Assisting with marketing activities as delegated by the Office Administrator.
- **Purchasing**  
Purchasing all kitchen consumables, office stationery, and corporate stationery and business cards.
- **Reception**  
Provides efficient reception duties – answering telephones, meeting and greeting visitors, circulating incoming and posting outgoing mail and arranging couriers; Checking for faxes and delivering these as soon as possible
- **Reception Manual**  
Ensure all reception duties, responsibilities, procedures, and suppliers are identified and well documented in the Reception Manual.
- **Reception, meeting rooms, common offices**  
To maintain a clean and tidy reception, meeting rooms and common office areas including the kitchen.
- **Support Duties**  
To undertake filing, photocopying and binding requirements as requested.
- **Travel**  
Co-ordinate travel requirements for all staff as detailed in the Reception manual. Request travel as soon as the request for travel.

## Relationships

- **External Relationships**  
That professional, respectful working relationships be maintained with all contractors to company, suppliers and service providers.

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- **Internal relationships**  
That all internal relationships within the company are treated with same professionalism and respect as External relationships of of the company.

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### Organisational Structure – Tree (including functional relationships)

Name  
Vice-President

Name  
Administration Manager

Jobholder  
[insert name here]

## Principal Responsibilities

### Documentation

- Activity Description:** Prepares documents as required. Liases with the Administration Manager on requirements for specified meetings/ proposals.
- Poor Performance Indicator:** Documents have spelling and gramatical errors.
- Satisfactory Performance Indicator:** Requested activities are performed in a timely and acurate manner
- Outstanding Performance Indicator:** Additional care and thought has been placed in the presentation of documentation that are preempted and pro active.

### Library

- Activity Description:** Maintain the company Library.
- Poor Performance Indicator:** That the books, periodicals, and magazines in the Library are out of date. That old magazines and newspapers are left lying around.
- Satisfactory Performance Indicator:** On a weekly basis log all books removed and returned from/to the library. Ensure magazines received are filed appropriately. Keep a supply of newspapers in case these are needed for packing but throw out excess papers. That the books, periodicals, and magazines in the Library are maintained in good condition. That old magazines and newspapers are thrown out.
- Outstanding Performance Indicator:** That a pro active approach is used to seek the titles of relevant books useful for employees to perform and help them in their work. And that these books are then purchased as per the guidelines in the Reception manual.

### Marketing

- Activity Description:** Assisting with marketing activities as delegated by the Office Administrator.
- Poor Performance Indicator:** That no assistance is given.
- Satisfactory Performance Indicator:** Adequate assistance is given.
- Outstanding Performance Indicator:** That pro active assistance is given.

### Purchasing

- Activity Description:** Purchasing all kitchen consumables, office stationery, and corporate stationery and business cards.
- Poor Performance Indicator:** That these supplies run out or that we are over stocked. Pays too much for stock. Does not follow brand guidelines as advised by marketing.

**Satisfactory Performance Indicator:** That a suitable level of stock is maintained. Seeks competitive suppliers of stock. Adheres to brand guidelines.

**Outstanding Performance Indicator:** That a proactive approach be taken to ensure employees stationery needs are met and employees have suitable levels of business cards in stock. That there is sufficient levels of kitchen consumables maintained to cater for additional employee/client request at a cost efficient and effective manner.

### Reception

**Activity Description:** Provides efficient reception duties – answering telephones, meeting and greeting visitors, circulating incoming and posting outgoing mail and arranging couriers; Checking for faxes and delivering these as soon as possible

**Poor Performance Indicator:** Poor performance is measured via feedback from internal and external clients advising they were not greeted to in a timely manner and friendly manner; when outgoing mail is not delivered on the day and when couriers are not organised in a timely manner.

**Satisfactory Performance Indicator:** That all visitors are greeted in a timely, effective and efficient manner; all mail is distributed on the same day and all courier requirements are met.

**Outstanding Performance Indicator:** That all visitors are greeted in a warm friendly manner, that they are offered refreshments if appropriate. That all mail is distributed on the day. That clarification/confirmation is sort/given as to the status of courier requirements

### Reception Manual

**Activity Description:** Ensure all reception duties, responsibilities, procedures, and suppliers are identified and well documented in the Reception Manual.

**Poor Performance Indicator:** The Reception Manual is out of date.

**Satisfactory Performance Indicator:** That the Reception Manual is up to date.

**Outstanding Performance Indicator:** That a pro active approach is taken to updating the Reception Manual. That any useful tips, information, procedures are included above and beyond the daily/weekly/monthly routines.

### Reception, meeting rooms, common offices

**Activity Description:** To maintain a clean and tidy reception, meeting rooms and common office areas including the kitchen.

**Poor Performance Indicator:** That various parts of the activity are missed off and not performed regularly.

**Satisfactory Performance Indicator:** That all aspects of the activity are completed regularly: All supplies are stocked up at the beginning of each week including tea, coffee etc, dishwashing tablets and so on. Regularly ensure kitchen benches and tables are tidy; ensure whiteboards (including

each screen on photocopying whiteboard) are wiped down; clean coasters in all meeting rooms regularly; on Mondays check that fridges are stocked appropriately with wine, beer, and non alcoholic beverages and update grocery list with anything required; On Friday afternoons clear out any perishables from the fridge.

**Outstanding Performance Indicator:**

That all aspects of the activity are completed and any forward planning of events is taken into account with ordering and room maintenance. That all common areas are kept spotless at all times. Should there be unplanned events that crop up these will be catered for by stocks on hand and any visitors to the company will find a clean, well functioning area free from previous clients/internal clients information and debris.

**Support Duties**

**Activity Description:**

To undertake filing, photocopying and binding requirements as requested.

**Poor Performance Indicator:**

That these activities are not complete or not complete in a timely, accurate and efficient manner.

**Satisfactory Performance Indicator:**

That these activities are complete in a timely, accurate, and efficient manner.

**Outstanding Performance Indicator:**

That these activities are complete in a timely, accurate, and efficient manner; that the receptionist have a pro active approach to any support duties that may need to be completed and any other duties that she/he may have time to undertake.

**Travel**

**Activity Description:**

Co-ordinate travel requirements for all staff as detailed in the Reception manual. Request travel as soon as the request for travel.

**Poor Performance Indicator:**

Travel is not booked in a timely manner therefore travellers are unaware of their arrangements and not able to communicate these accordingly and that the costs incurred by the company are higher than they should be. Travel not recorded in the register.

**Satisfactory Performance Indicator:**

Travel is booked in a timely manner and at the appropriate cost. Travel recorded in the register.

**Outstanding Performance Indicator:**

Approach to travel options is pro-active to find the best flight timetable at the best cost to benefit the traveller and Company. That this is done in a timely, effective, and efficient manner.

**External Relationships**

**External Relationships**

**Activity Description:**

That professional, respectful working relationships be maintained with all contractors to company, suppliers and service providers.

- Poor Relationship Indicator:** Relationships are not maintained and professional standards are not adhered to.
- Satisfactory Relationship Indicator:** That relationships are maintained.
- Outstanding Relationship Indicator:** That professional relationships are front of mind and a professional attitude and approach to all external customers is consistent and friendly resulting in good public relations profile.

## Internal Relationships (exclude direct reports)

### Internal relationships

- Activity Description:** That all internal relationships within the company are treated with same professionalism and respect as External relationships of of the company.
- Poor Relationship Indicator:** That these interanal relationships are not maintained.
- Satisfactory Relationship Indicator:** That internal relationships are on a professional level.
- Outstanding Relationship Indicator:** That internal relationships are presented consistently with a professional approach that maintains an effective, efficient, and friendly atmosphere when working with internal clients.

## Person Specification – Personal Behaviours:

### **Analysis/Judgment**

Identifies problems, secures relevant information, relates data from different sources and identifies possible causes of problems. Develops alternative courses of action. Makes decisions based on logical assumptions that reflect factual information.

### **Change**

Ability to and willingness to change, modify, or adopt alternative viewpoints.

### **Communication**

Actively listens and gives feedback. Demonstrates understanding and expresses ideas effectively. Demonstrates the ability to share information and feelings so they are understood.

### **Concern for Quality**

A concern for and personal commitment to, accuracy, quality and continuous improvement.

### **Customer Focus**

Makes customers a priority in decision-making. Individualises responses to customers. Focuses on processes, not tasks.

### **Flexibility**

Modifies behaviour to achieve goals.

### **Learning Ability (Ability to Learn)**

Learns both existing and new procedures willingly. The ability to assimilate and apply new information learnt.

**Relationships**

Demonstrates empathy, builds rapport, sets limits. Actively networks i.e. develops relationships within the broader organisation.

**Teamwork**

Works as a participative team member. Actively shares views and ideas and encourages colleagues, peers and/or subordinates to do the same. Puts team goals ahead of personal agenda(s).

**Tenacity**

Stays with a situation until the desired goal is achieved or is realistically no longer appropriate for the situation.

**Time Management**

Meeting deadlines and achieving performance criteria.

**Values and Attributes**

Looks beyond barriers and has tolerance for uncertainty and high work demands. Demonstrates openness to change and responds openly to new ideas. Shows dignity in people. Understands others rather than judging them. Manages disappointments and conflicts.

**Competencies**

- **MS Office** – Desktop Applications: 12 months or less experience
- **Facsimile (Fax)** – General Office: 12 months or less experience
- **General Clerical Skills** – General Office: 12 months or less experience
- **Numerical – Filing** – General Office: 12 months or less experience
- **Opening Mail** – General Office: 12 months or less experience
- **Petty Cash** – General Office: 12 months or less experience
- **Photocopier** – General Office: 12 months or less experience
- **Reception** – Receptionist/Telephonist: 12 months or less experience
- **Voicemail** – Receptionist/Telephonist: 12 months or less experience
- **MS Excel** – Spreadsheets: 12 months or less experience
- **Travel** – Travel: 12 months or less experience
- **Microsoft Frontpage** – Web Design: 12 months or less experience

**Industry Experience**

- Experience in the **Service** industry is desirable

**Qualifications**

- None

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### **Health and Safety**

**Known hazards in the workplace, including any that may arise from time to time:**

This position is responsible for the maintaining of health and safety standards of company employees on site and offsite, and the general health and safety conditions of the company reception area.

**Where to find safety equipment and how to deal with emergencies:**

See company health and safety manual.



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I understand this Job Description and acknowledge it outlines my responsibilities in the employment relationship as is mentioned/detailed in my Employment Agreement with the Company.

\_\_\_\_\_  
Signature of Jobholder

\_\_\_\_\_  
Signed on behalf of the Company

\_\_\_\_\_  
Date