

Job Description

Job Title: Receptionist (Sutton Mattocks – Barnes Office)

Reporting to: Partner[s]/Head of Department

Objective of the role

The reception function is the public face of the firm; the first point of contact for the majority of our clients, visitors and staff and acts as representatives of the firm. The quality of service provided by reception will affect the perception people have of the firm and influence their decision as to whether or not the firm acts on their behalf.

Specific responsibilities include:

Reception duties

- Switchboard operator
- Meet and greet clients/visitors
- Dealing with enquiries from potential new clients efficiently and effectively, both on the phone and in person;
- Maintain reception area and office generally keeping tidied and clean and recycling put out for collection

Meetings

- Assisting with organising Client meeting
- Organising refreshments for meetings (if required)

Other Reception duties

- Arranging courier pick-ups and deliveries, and dealing with incoming and outgoing deliveries
- Ad-hoc duties as requested by line manager
- Supporting teams with photocopying, post preparation etc
- Banking - paying in cheques
- Petty Cash responsibility/management
- Manages office related invoices ensuring they are scanned and forwarded to Finance for payment
- Prepares cheques from the cheque requests forms (approved by finance/accountant) for signature.
- Uses the office credit card to pay for sundries and daily postage online via the Royal Mail and also in the post office at the counter
- Takes card payments over the phone and from requests that arrive in the post
- Client ID and scanning when collecting documents

Post Room

- Opening incoming post
- Dealing with outgoing post
- Scanning post

Office / Facilities duties

- Carrying out Fire Warden duties
- Carry out First Aider duties
- Ordering office supplies; stationery, tea, coffee etc
- Checking the building daily for any maintenance issues and Health and Safety to include arranging any inspections, repairs
- Booking engineers for inspections (photocopier, air conditioning, confidential waste collection)
- Recycling

Person specification

Experience

- At least three years' experience in a reception role;
- Proven experience of dealing with customers/clients, either face-to-face or on the telephone;
- Computer literate;
- Previous switchboard experience.

Skills and abilities

- Ability to work effectively and respond well under pressure;
- Ability to provide a welcoming environment;
- Skilled and confident in customer care and communication;
- Ability to face and deal with difficult situations and customers;
- Organised and efficient;
- Excellent communication skills, both face to face and over the telephone.

Personal qualities and attributes

- Courteous and efficient manner;
- Friendly and approachable with a professional appearance and manner;
- Patient and diplomatic manner when dealing with clients, potential clients and visitors;
- Flexible, co-operative and supportive team player;
- Enthusiastic and confident and able to work with a wide range of people;