

Position Description	
Organisation name:	Walsh Accounting
Position title:	Receptionist/Administration Officer
Reports to:	Snr Administrator/ Practice Manager
Date:	February 2021
Position summary:	<p>Provide outstanding client service with the provision of quality, timely and cost-effective reception, administration and support services.</p> <p>Key tasks include responsibility for reception and general administration duties. The reception team are the face of our business and are expected to demonstrate exceptional customer care and service qualities.</p> <p>You will provide a wide range of administrative duties and other related functions in the office and provide support to the staff and management on a day-to-day basis.</p>
Employment status:	Preferably Full time, however will consider part time options
Hours:	8.30am - 5pm. Minimum 28 hours per week or up to full time (38 hours)
Location:	Barcaldine
Performance review period:	3 month probationary and Annual performance review

Key Tasks/Responsibilities	
Reception and administration	Answer and respond to all incoming phone calls and manage admin email inbox. Look after all visitors and clients who come into the reception area, including diary management – managing staff and client interview room diaries.
	Coordinate administrative duties and priorities tasks to balance competing demands and client needs.
	Deal with all correspondence according to the procedures of the organisation – including sending work out to clients via mail/client portal and associated invoicing, scanning and electronic and physical records management.
	Maintain the petty cash and daily banking as required.
	Data entry of all incoming payments into the appropriate debtor's ledger.
	Monitor and maintain all stationery and staff amenity supplies.
Team work	Reporting and contributing internally to Walsh Accounting, including: making notes and accurate record keeping, Utilising Walsh Accounting's job, cost management tool (CCH iFirm), Participating in the teams process and practice management and development activities and initiatives

	Work as an effective team member, communicating effectively, sharing information and providing peers and management with assistance and support.
	Be committed to the firm's future development, exhibit and promote a commitment to career and staff development and ethics within the firm.
Technical/professional	Have a good knowledge of the firm's systems and processes and with direction, able to identify the appropriate resources to apply them.
	Develop effective working relationships between the client and the firm.
	Apply technical knowledge and research in answering client queries and formulating recommendations.
Promotion	Communicate a genuine interest in client activities and develop an understanding of their business and industry needs.
	To promote the interests of the business to the general community and enhance the organisation's goodwill.
	To ensure the firm's business interests are maintained effectively and support management decisions.
General	To actively participate in the performance review process by identifying your own requirements with regard to personal and professional development and utilise opportunities that are made available to develop new or optimise existing skills.
	To cooperate in a professional manner with all clients, staff and management.
	Be committed to the quality improvement process by participating in initiatives and making suggestions as to improvements and/or efficiencies.
	Communicate accurately, succinctly and in a manner, which promotes a client service orientation.
	Maintain the highest level of client confidentiality and not disclose information relating to a client's (or a former client's) affairs to a third party unless you have: obtained the client's permission; or a legal duty to do so.

Skills and Experience	
Area	Details
Qualifications	<ul style="list-style-type: none"> No prior qualifications necessary however we are willing to support further education, eg. Traineeship or Certificate in Business Administration.
Knowledge	<ul style="list-style-type: none"> Excellent client service skills - ability to provide a professional and responsive service General knowledge of most administrative procedures. Basic knowledge in accounting would be an advantage. Flexibility and adaptability to changing priorities and work demands
Practical	<ul style="list-style-type: none"> Strong communication skills (both written and verbal). Strong attention to detail

	<ul style="list-style-type: none"> ▪ Able to provide exceptional customer service.
Computer	<ul style="list-style-type: none"> ▪ Adequate keyboard skills to enable efficient data entry. ▪ Microsoft Office including Word, Excel, Outlook.

Key Performance Indicators	
Area	Details
Correspondence	All correspondence and administration responded to/produced accurately and in a timely manner.
General	Positive feedback from clients and the team.