

THE BELLBUOY GROUP
CLIENT SYSTEMS ADMINISTRATION DEPARTMENT
FRONT OFFICE ADMINISTRATOR
Job Description / Responsibilities

Overall Description: Administration duties include, but are not limited to, the listed responsibilities, which will be subject to change depending on work requirements. Management may request staff to assist in other areas within the company when necessary. All staff must comply with *current* Bellbuoy processes, responsibilities, templates, and information.

A. Skills Required for a Receptionist

1. Matric certificate and Proficient in Microsoft office suite
2. Experience as receptionist / front of office representative
3. Professional attitude and appearance
4. Solid written and verbal communication skills
5. Resourceful and proactive
6. Excellent organisational skills with ability to prioritise
7. Ability to multitask and good time management skills
8. Appropriate customer service attitude

The employee must demonstrate commitment to the company's organisational values, including performing to an exceptionally high ethical standard and focus on integrity, collaboration and teamwork in all efforts. Ensure the company brand and name are well established and embody the caption *leaders in property management*.

B. Responsibilities:

1. Professionally greet and welcome clients immediately on arrival.
2. Direct service providers, clients and visitors to the appropriate person and office space. Control service provider attendance as instructed.
3. Answer, screen and forward incoming calls or take messages where relevant.
4. Maintain extension lists and telephone systems.
5. Ensure reception area is kept tidy and presentable, with all necessary stationery and materials. The reception area is not to be used to store deliveries on behalf of clients.
6. Provide basic and accurate information to visitors, whether in person or telephonically.
7. Manage the answering machine system and ensure complete messages are sent to the relevant staff timeously. Ensure that the answering machine messages are always current.
8. Maintain office security by following safety procedures and controlling access via the reception desk through approved systems. Ensure any security or access equipment / procedures are ready and available for staff when required.
9. Maintain access system reports and advise managers on staff attendance daily and weekly in terms of approved reporting structures and procedures.
10. Performance of various clerical receptionist duties as requested.
11. Receive, sort and distribute daily mail / deliveries / collections.
12. Distribute municipal statements and silk reports.
13. Ensure an understanding of the company services and fees and charges have been raised for all relevant work carried out.

- 14.** Control staff birthday schedule and draft and distribute birthday cards timeously.
- 15.** Control staff travel claim expenditure schedule and raise charges where relevant.
- 16.** Control office supplies and keep inventory of stock.
- 17.** Assist with the preparation of audit year-end information sheets.

No personal phone calls or personal business is allowed at reception.