

JOB DESCRIPTION

JOB TITLE: Conference Room Assistant/Junior Receptionist

REPORTS TO: Janet Telfer, Reception Manager

JOB PURPOSE:

Work in conjunction with the Reception Manager and other team members, ensuring maximum operational performance of the reception function.

KEY RESPONSIBILITIES:

Switchboard

- 1) Operate the switchboard, ensuring all callers are greeted in a professional manner.
- 2) Adhere to the agreed target time of answering all calls within 3 rings and taking any messages as necessary (sending messages by email to the appropriate staff member).

Reception

- 3) Greet clients and visitors to the office in a professional manner.

Reception area and meeting room set up

- 4) Work with the team to ensure the reception area, goods-in room and the meeting rooms are clean, tidy and safe at all times.
- 5) Work with the team to ensure meeting rooms are fully stocked ahead of each meeting (stationery, refreshments etc).
- 6) Work with the team to ensure all meeting room hardware (phones, TVs and remote controls, AV equipment) are available and connected as necessary, liaising with the IT department where necessary.
- 7) Assist the Reception Manager in dealing with matters relating to the functioning of the meeting rooms (furniture requests, repairs etc.).

Refreshments

- 8) Ensure coffee machines are stocked and cleaned daily.
- 9) Ordering supplies for refreshments for both staff and clients.
- 10) Assistance with the purchasing of food orders (eg breakfasts and lunches) as requested for scheduled internal meetings and external events or otherwise when required by fee earners on an urgent basis.

Transport and delivery services

- 11) Order taxis ensuring the correct forms are completed and forwarded to accounts and the appropriate fee earner and secretary (or other as appropriate).
- 12) Order couriers ensuring the correct forms are completed and forwarded to accounts and the appropriate fee earner and secretary (or other as appropriate) and liaising with General Office as necessary.

Operations and facilities

- 13) Support the Reception Manager in dealing with facilities queries from staff.

Events

- 14) Provide support to the Reception Manager in relation to the set up and clearing of meeting rooms for internal and external events.
- 15) Work with the Reception Manager in providing necessary support for events.

General

- 16) Supervise junior member and temporary support in the absence of Reception Manager.
- 17) Support the Reception Manager with any new operational efficiencies.
- 18) Adhere to the agreed dress code.

JOB DIMENSIONS:

Working at firm level