

POSITION DESCRIPTION: Receptionist

Approval Date	September 2019	
Business Unit	Damaged and End of Life (DEOL)	Location Christchurch
Reporting to	South Island Manager - DEOL	Direct Report Nil

Job Purpose

The Receptionist will operate as an integral member of the Branch. He/she will ensure positive, professional, and collegial interactions at all times, and the maintenance of positive, productive and ongoing relationships with all Turners customers, staff and other stakeholders.

Company Values

The Receptionist will be expected to operate in line with our company values which are:

- Integrity – do the “right” thing
- Team – together we are up for it
- Customer driven – put yourself in their shoes
- Passion – an “anything is possible” attitude

Relationships

Internal	External
<ul style="list-style-type: none"> • Branch Management • Consultants • Administration Staff • Receptionists 	<ul style="list-style-type: none"> • Customers • Suppliers

Key Accountabilities

The role is part of a team, and as likely one of the first business contacts in the company, she/he needs to portray qualities of being calm, polite and professional in all situations. The important role in greeting and welcoming all Turners visitors also requires the incumbent to be respectful, attentive, use initiative, and be mature to be able to deal with different kinds of people/potential Turners customers.

The incumbent’s normal work space is behind the receptionist’s desk located in the lobby, in front of the offices and other waiting areas. One of their main tasks is to warmly greet incoming visitors to the company site, to answer the telephones, and to manage the completion of client paperwork, take payments, maintain records and perform other administration tasks to ensure the smooth running of the auction site. The position has a key role in keeping things organized, on time and on track.

Accountabilities	Performance Measures
Positive Impression	
<ul style="list-style-type: none"> • The first and the most important responsibility is to represent the company and the site in the best way. This includes making all incoming people feel welcome, listening carefully and ascertaining what the customer’s needs are, dealing with difficult people in an efficient way without interrupting other visitors and 	<ul style="list-style-type: none"> • Positive feedback received from all stakeholders.

Accountabilities	Performance Measures
business conversations, and being punctual and prepared for the job.	
General	
<ul style="list-style-type: none"> • Greeting – to warmly greet the visitors of any kind to the company site. • Listening to customers, and then providing assistance and/or directing them. This includes answering any questions, assisting with auction bidding registration, directing them to the show room, or to the waiting areas, or identifying and locating appropriate staff members or services and directing visitors accordingly, etc. • Answering calls – provide a professional, informative and courteous response to all telephone calls, and redirecting the call to the right persons, put them on hold or passing on message as appropriate, etc. • Answering the questions – providing useful information to customer questions and requests about the company, its products or services. This is a key part of the role and the services it provides. • Making appointments – either via calls or in person, making appointments for/with the customers as required. • Part of the security system – acting as part of the company’s security system, including for example, politely/respectfully warning customers who may be accompanied by small children the risks with the constant movement of vehicles on the auction floor. • Updating and organising records – maintaining careful organisation and good systems for holding and processing all paperwork, including taking notes, records, messages and other information for the Office Manager. 	<ul style="list-style-type: none"> • Customer and Turners staff feedback. • Meet standards as determined by the Office Manager (or their representative). • Accuracy and timeliness. • Accuracy of documentation/data entry. • Regular spot checks. • Filing accuracy and timeliness.
Personal development	
<ul style="list-style-type: none"> • Attends relevant and value adding professional courses and programs in consultation with the manager 	<ul style="list-style-type: none"> • Achieve required growth and maintenance of contemporary knowledge, as determined in discussion with, and by the manager
Health and Safety	
<ul style="list-style-type: none"> • Ensures own safety and the safety of others around Turners businesses • Follows all Turners and ‘best practice’ safe work procedures, practices and instructions 	<ul style="list-style-type: none"> • Meet standards as determined by the Manager, and/or the Turners H&S Officer

Accountabilities	Performance Measures
<ul style="list-style-type: none"> • Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness • Ensures their work area is free of potential hazards 	
General	
<ul style="list-style-type: none"> • Undertake all special assignment work, projects, and all other tasks as requested. • Any other duties as and when required to ensure continuity of business 	<ul style="list-style-type: none"> • Achieve required contribution as determined by Office Manager (or their representative).

Qualifications and Experience

Essential

- NCEA Level 2 English and Maths or equivalent
- Computer literacy
- Intermediate level in Outlook, Word and Excel

Preferred

- 1 years' experience in customer facing role
- Workplace First Aid Certificate

Specific Requirements

- Legal right to work in NZ as defined by Immigration NZ

Competencies

- **Communication Skills (Verbal)** – Orally communicates ideas, instructions, and information so that they are clearly understood by others in formal or informal situations
- **Communications Skills (Written)** – Writes clear, concise, and grammatically correct presentations, that others can easily understand
- **Initiative** – A bias for taking action, making decisions and proactively doing things for both current and future opportunities.
- **Interacting with People** – Relates well with people from a wide variety of backgrounds.
- **Managing Up** – Demonstrates the ability to effectively manage upward through recognising when it involves one's manager, what type and amount of information to share, and how best to implement goals and objectives
- **Networking** – Builds strong working relationships with others outside one's team to enlist the support of both people and resources to complete tasks
- **Personal Work Standards** – Establishes high personal work standards and works to achieve them because of high internal motivation
- **Customer Service** – Understands the requirements of customer service and has the ability to maintain a high level of customer contact to meet servicing requirements of the role. Ability to handle enquires from customers
- **Adaptability** – Responds positively to change. Maintains effectiveness when confronted with new work situations or the uncertainty and ambiguity that comes with change. Is open to new ideas, assignments and approaches.
- **Problem Solving** – Understands the factors/forces that shape customer (internal and external) needs (including private and institutional customers), easily comprehends the customer's position and finds innovative and cost effective solutions to problems.
- **Information Gathering** – Asks the appropriate questions and gathers necessary information which guarantees that all relevant facts will be considered before a decision is made or an action is initiated.

- **General Business** – understands basic business principles in conducting one’s duties (e.g. the importance of providing excellent customer service for commercial survival and profit) and applies the knowledge to achieve objectives.
- **Organising and Planning** – Organises and plans work in advance, deciding on the most efficient or convenient manner in which to do assigned tasks or projects

Terms of Employment

The terms of appointment will be subject to a permanent individual employment agreement, and annual performance objectives and standards which will be discussed with, and set by the Manager or their representative.

The position description is valid upon sign off by the Manager their representative, and acceptance of the position by the employee. This position description remains a dynamic document and may be reviewed from time to time by the Manager their representative, as the requirements of, and other aspects impacting on, the role change.

Agreed

Employee

Manager

Signed:

Signed:

Name:

Name:

Date:

Date: