



THE ADMINISTRATION ASSISTANT / RECEPTIONIST

REPORTS TO: ADMINISTRATION MANAGER

POSITION SUMMARY

This position provides administrative support to ‘the Business’ Elite Landscapes. It is a customer focussed, “front of house” role that requires good communication skills in dealing with the full range of client and staff enquiries by phone, email and in person at reception. Strong computer and time management skills are essential.

GENERAL DAILY FUNCTIONS:

- Undertake **all** front desk Reception duties as/and when required, and support the day to day operations of the administration office under supervision.
- Support the marketing and sale of products by providing accurate and helpful information to clients by phone, in person, by email or through the official company website.
- Administer as instructed, the preparation and mail-out of the business catalogues and related materials for marketing purposes during quarter, including communication with Postal and Courier services.
- Assist with all enquiries and the related process and receipt of product sales (manually & electronically).
- Daily data entry and use of customer database and subsequent administration forms.
- Attend to outgoing/incoming mail & preparation of general correspondence as/and when instructed.
- Attend to and/or redirect the generic business e-mail correspondence as/and when required.
- Use the filing system under supervision, follow paper trailing procedures keeping confidential files secured at the end of each day.
- Prepare materials for conferences and ensure timetables, rolls and relevant documents are ready for collection by personnel.
- Maintain the administration photocopiers with appropriate resources, support/assist sales & in-house staff with photocopy/scanning requirements, and adhere to recycling processes of all paper products.
- Keep the general office and reception areas clean, uncluttered and presentable at all times.
- Review and prepare a list of office & kitchen supplies for refurbishment when necessary.
- Assist with the Cancellation and/or transfer of trade or sales conferences, advise intending participants of current availability either in person, by telephone or email communication.
- Check to ensure, and/or undertake the security of the conference training rooms and/or office premises at the end of each day as/or when required.
- Adhere to OHS, Workplace Safety requirements at all times.
- Assist with the preparation and editing of the business catalogue as/and when required each quarter.
- Undertake other general duties as/and when required.