

Position Description – Office All Rounder

PURPOSE:

The Office All Rounder is a key member of the organisation, responsible for the operation of PBX or multi-line telephone system to answer incoming calls and directs callers to appropriate personnel when they are available and takes concise messages as required from time to time. The incumbent also greets customers when they visit the premises of Sholl Communications and ensures that they are treated politely and made to feel welcome whilst they are awaiting to meet with the employee they need to meet with. In addition the incumbent assists with invoicing, word processing and other administrative tasks.

The incumbent will form part of a highly motivated team committed to a high level of customer service that contributes to the overall effectiveness and efficiency of the business.

PRINCIPAL ACCOUNTABILITIES:

The principal objectives of this position are to undertake work in the following areas:

Office All Rounder Duties

- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department.
- Takes and delivers messages when appropriate personnel are unavailable.
- Answers questions about organisation and provides callers with address, directions, and other information according to company policy.
- Receives, sorts, and routes mail, and maintains and routes publications.
- Maintains fax machines, assists users, sends faxes, and retrieves and routes incoming faxes.
- Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary.
- Performs other clerical duties as needed, such as filing, photocopying, and collating
- Uses computer and/or other office equipment in order to compile information and reports, business correspondence, application forms, etc., as requested in a timely manner

General Administration

- Deposits daily banking and/or undertakes mail remittance and collection as and when required.
- Assists with relief in all other office areas and undertakes any other lawful duties that may be required from time to time.
- Participates in training (either internal and/or external) that may be required from time to time.

EXPLANATORY STATEMENT:

The incumbent will play an integral role in the business. As the first point of contact for many customers either in person or through the telephone this position is extremely important as it must ensure that the correct image of Sholl Communications is displayed at all times.

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