

Receptionist/Switchboard Operator x 2 (Leeds)

1. **JOB TITLE:** Receptionist / Switchboard Operator
2. **DEPARTMENT:** Administration
3. **REPORTING TO:** Facilities Manager
4. **REPORTING TO THIS POSITION:** Not applicable
5. **OVERALL RESPONSIBILITY:** To process all incoming telephone calls with no undue delay and in a courteous and helpful manner and to receive and process all visitors to the firm especially clients, in a helpful, friendly and professional manner. In these respects, there is a high degree of responsibility to project the image and ethos of the firm at all times.
6. **MAIN AREAS OF RESPONSIBILITY:**

This does not set out every responsibility but provides an overview of the main areas of responsibility.

 - 6.1. The effective processing of all incoming telephone calls including the logging of calls and the conveying of messages.
 - 6.2. The provision of telephone support to partners and other staff members as required.
 - 6.3. Dealing with all visitors to the reception area especially new clients.
 - 6.4. Responsibility for the booking of all meeting rooms.
 - 6.5. Administration of the facsimile machine.
 - 6.6. To provide refreshments for meetings as and when requested by fee earner i.e. tea, coffee and water
 - 6.7. Book outside catering for business lunches as and when required
 - 6.8. To ensure the tidiness of the reception area and all meeting rooms.
 - 6.9. To undertake other clerical and administrative duties as may reasonably be required from time to time.
7. **SKILLS:**
 - 7.1. Trained on modern telephone systems and preferably with experience in a professional office.
 - 7.2. High standard of interpersonal and communication skills, especially in the context of client care.
 - 7.3. Computer literate: Microsoft Outlook, training will be provided.

HOURS OF WORK

As we are seeking two positions each covering 22.5 hours per week, the hours will be 8.30am -1.00pm for one role and 1.00-5.30pm for another Monday to Friday.