

POSITION DESCRIPTION – RANGIORA RECEPTIONIST/OFFICE MANAGER

SECTION A:

Employer:	Saunders Robinson Brown (SRB)
Position Title:	Rangiora Receptionist/Office Manager
Reporting To:	HR Advisor Rangiora Partners
Location:	Rangiora
Functional Relationships:	Internal Business Services Team Professional Staff External External partners and suppliers Clients

SECTION B:

Position Objective:	The Receptionist/Office Manager position is responsible for maintaining a professional front desk at all times during SRB's operating hours. The role will provide a professional first point of contact for all clients, visitors and stakeholders of SRB, either in person or on the phone, as well as managing courier and mail (incoming and outgoing). The Receptionist/Office Manager would also perform personal assistant tasks to support professional staff across the SRB Rangiora team.
Background:	From offices in Christchurch and Rangiora, the experienced team at Saunders Robinson Brown (SRB) provides professional legal advice on commercial and company law, property law, trusts and estates, civil litigation dispute resolution, family and employment law. In addition to these core practice areas, SRB also provide specialist advice in insurance law, sports law and rural law. SRB prides itself on their approachable, client-centred culture, and commitment to ensuring an integrated and relationship focused approach throughout the firm.
Staff Numbers:	Partners – 17 Staff – 80 including Partners

SECTION C: KEY TASKS AND SPECIFIC ACCOUNTABILITIES

1. Reception

Provide a high level of professionalism as the front host to SRB clients and visitors by ensuring that the experience is warm and welcoming.

Key Responsibilities:

- Meet and greet, and efficiently manage the flow of visitors and clients.
 - Answer all incoming calls in a professional manner and ensure accurate messages are passed on in an appropriate and timely manner.
 - Maintain and make changes to phone system directories and extensions.
 - Collect and open incoming mail, collating into teams and distributing after checking.
 - Coordinate outgoing mail daily.
 - Arrange couriers for distribution of material and receive and distribute incoming deliveries.
 - Arrange staff dry cleaning for collection and distribution on return.
 - Keep the reception area clean and tidy at all times.
 - Check answerphone messages each morning and forward as required.
 - Forward emails received through the reception email (including faxes) to the appropriate person in a timely manner including bank documents (propel).
 - Maintain the 'Reception Bible'.
 - Manage and record the petty cash reconciliation.
 - Coordinate internal meeting room and boardroom bookings and maintain the meeting room calendar.
 - Prepare refreshments for clients, visitors and meetings as required.
 - Set up and clear the boardroom and meeting rooms as required, ensuring they remain tidy and clean at all times, and stocked appropriately.
 - Keep the kitchen clean and tidy at all times, including loading and unloading the dishwasher and cleaning the coffee machines.
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2. Personal Assistant Support

Deliver personal assistant support services, ensuring adherence to best practice, standardised processes and procedures.

Key Responsibilities:

- Arrange client appointments and liaise with clients as required.
- Ensure client files and documents are ready for each client appointment.
- Maintain and update calendars.
- Complete a mid-month check on outstanding WIP and review what billing is to be done.
- Acknowledge referrers as each referral is received.
- Address the needs for going to a paperless office.
- Complete LINZ searches and Companies Office requirements.
- Set up files and basic engagement letters.
- Complete AML requirements as and when ID and POA documents become available.
- Open new clients and matters for Rangiora Fee Earners.
- Monthly filing of Companies Office Annual Returns for the Rangiora Office.
- Send out APLY links to new clients.
- Provide back up support to Personal Assistants when required.

3. Business Administration Support

Deliver business administration support services, ensuring adherence to best practice, standardised processes and procedures.

Key Responsibilities:

- Coordinate all catering requirements for Rangiora meetings and functions, ensuring all requests for catering are fulfilled on time and within budget and guidelines.
- Coordinate the set-up of required technology for meetings and functions (presentations, conference calls, webinars, live stream event, video conferencing etc.).
- Check and order office stationery and kitchen/boardroom (groceries, beverages, crockery, glassware etc.) supplies to ensure stock levels are effectively maintained, in accordance with preferred supplier agreements.
- Maintain staff birthday list, arrange birthday shouts for staff members, and arrange collections for gifts and cards as appropriate.
- Prepare the Christmas to do list for the Rangiora office.
- Arrange gifts for clients as requested.
- Arrange gifts or wellbeing packs for staff as required.

4. Database Support

Administration support for the Practice Management System (PMS)

Key Responsibilities:

- Regularly check with clients, Fee Earners and PAs to ensure all client information is up to date and complete on PMS.
- Receipt client funds into PMS for the payment of their accounts when paid via Rangiora reception.
- Follow up on client referrals and update PMS accordingly.
- Process deeds, update PMS, and securely store and file deeds.
- Produce daily and weekly reports for Authors on new clients and new matters opened.
- Check death notices daily against clients on PMS, and where appropriate provide a copy of the death notice to staff members relevant to the client.

5. Professional Development

Ensure your on-going professional development in agreement with the HR Advisor.

Key Responsibilities:

- Attend relevant and value adding professional courses and programmes to keep up to date with administration best practice.

6. Other Tasks

Carry out other tasks and duties as and when required.

Key Responsibilities:

- Duties are carried out in a timely and accurate manner, and in accordance with SRB's policies and procedures.
 - Undertake all other duties that are reasonably requested from time to time.
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SECTION D

Experience

- 5+ years' experience in a Reception capacity, preferably in a professional services environment or similar.

Skills and Knowledge

- Exceptional interpersonal skills.
- Exceptional communicator, both written and verbal.
- Ability to quickly establish credibility, have the personal impact and build excellent working relationships with internal and external clients.
- Excellent organisation, time-management and prioritisation skills.
- Strong computer skills.

Personal Attributes

- Action orientated.
- Determination and commitment.
- Methodical, practical and conscientious.
- Reliable.