



POSITION DESCRIPTION

Position title:	Receptionist – Sale office
Incumbent/s:	Vacant
Position Status:	Full time roll – open to job share
Direct Reports:	All team members of the firm
Prepared By:	Human Resource Manager
Approved By:	Compliance Manager
Date Reviewed:	+12 months

DMG Purpose

To empower our clients and team members to achieve their aspirations.

DMG Core Values

Integrity	To always act in the best interest of our clients and team members without compromise
United	Working together to achieve our Core Purpose
Progressive	Aspiring to improve ourselves, our services, our standards and capabilities
Community Focus	Supporting our communities through our actions and involvement

Position Primary Purpose

To be the Director of First Impressions for the DMG Financial office in Sale. On a day to day basis, present the firm in a professional and efficient manner, acting as the first point of contact for all DMG clients.

To provide reception support to the day to day requirements of the business.

The Environment

Professional environment working closely with the Accountants and Administrative team, you will strive to provide a high level of customer service to all stakeholders, internal and external.

Key Responsibility Areas

Key Result Area	Major Activities	Approx. % of time
Customer Service	<ul style="list-style-type: none"> • First point of contact for clients in the Sale office including answering phone calls, emails and faxes and redirecting as necessary • Receipting client payments and recording debtor listings • Arrange the legal certification of documents for clients 	50%
Administration	<ul style="list-style-type: none"> • Scheduling appointments for clients and team members • Disperse and deliver mail • Process daily banking • Monitor ASIC register • Type correspondence, scanning, photocopying and filing of client documents • Lodgement of tax returns via ELS and BAS on the ATO Portal 	45%
General	<ul style="list-style-type: none"> • Maintain health and safety standards and procedures according to legislation and consistent with the DMG policies and procedures • Ensure greater Reception area is neat and tidy • Other duties as required. 	5%

Organisational Relationships

Reports to:	Accounting Team Leader
Supervises:	N/A
Internal liaisons:	All DMG team members
External liaisons:	Clients, WBC Bank, Australia Post, Suppliers, ATO and other Government Agencies, Retrac Business Solutions

Key Systems and Equipment Usage

- Microsoft Office 365 & Suite programs
- Industry related software
- Internet browsing

Selection Criteria

Criteria	Mandatory	Desirable
Experience	<ul style="list-style-type: none">• Worked in an office environment• Previous Reception experience• Ability to work in a team	<ul style="list-style-type: none">• Knowledge of Microsoft Office 365• Previous experience working in the finance industry
Qualifications	<ul style="list-style-type: none">• Current Victorian Drivers Licence• Current Police check	<ul style="list-style-type: none">• Finance, Business or Administration certificate
Skills, abilities and knowledge	<ul style="list-style-type: none">• Focus on customer service• Great phone manner• Attention to detail• Time management skills• Verbal and written communication• Computer skills incl. Microsoft suites• Well presented	<ul style="list-style-type: none">• Ability to deal with difficult people• Empathy• Research capability
Personal qualities and behaviours	<ul style="list-style-type: none">• Ethical and honest• Organised• Team player• Willingness to support the DMG Purpose and Core Values• Credible• Resilient and resourceful	<ul style="list-style-type: none">• Ability to listen• Quick thinker• Flexible approach• Follow up capability• Confident

Physical Requirements of the Position

This is an office-based position that requires periods of sitting at a desk operating office equipment and computers.

Other Relevant Information

Other related duties may be required from time to time.

Current driver's licence and access to a motor vehicle for work is required.

Authority Limits

This position needs to obtain approval on all purchases.

Key Performance Indicators*

KPI	Required level (%)	Evidence	Review period	Period to address failure
Greet all clients and stakeholders who enter the building	100	Clients are not left waiting unattended in Reception area	Six monthly	One week
Answer incoming phone calls	95	Phones are not left ringing unattended	Six monthly	One week
Receipt payments and process daily banking	100	Client payments are receipted the same day as payment is received Banking is deposited daily	Six monthly	One week
Distribute incoming mail and prepare outgoing mail	100	All mail is distributed to appropriate team members by 11am daily Outgoing mail is delivered to Australia Post by 4pm daily	Six monthly	One week

Position Description & KPI Acknowledgement

I have read, understood and agree to comply with the above position description and KPIs

<insert Employee name>

<insert Manager name>

Date:

Date: