



## **Current Vacancies**

22.02.2010

We are looking to recruit for the following:

### **Part-Time Receptionist**

**Location: Leamington Spa**

We are looking to recruit a part-time Receptionist for our Leamington Spa office to work from 1.00pm to 5.30pm, Monday to Friday.

#### **JOB SUMMARY**

To provide a friendly, helpful and efficient first and continuing impression to all callers to Reception, either by telephone or in person, whatever the circumstances

To act at all times in an appropriate way as an employee of a professional practice

To work in accordance with the Office Manual and Quality System

#### **MAIN DUTIES AND RESPONSIBILITIES**

Answer the telephone promptly in a clear confident manner and forward the caller to the appropriate person or to voicemail

Log all incoming calls and take brief messages in respect of calls which cannot be dealt with at the time

Log all visitors to Reception

Receive all visitors to Reception and notify fee earner of their arrival

Ensure that all deliveries to Reception are notified to appropriate person as soon as possible

When monies brought to Reception for the payment of invoices a receipt to be issued, copy taken and monies put into cash tin for banking

Take bookings for the Board Room and the Interview Room

Keep daily appointment sheet up to date

Keep reception area tidy

Ensure presence in Reception at all times

Liaise with the other part-time receptionist to ensure continuity of cover

To work additional hours as required, covering for the other Leamington receptionist during periods of holiday or sickness absence

Undertake any reasonable instructions made by Partners, Department Heads or Fee Earners within the limits of this job description



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### SKILLS EXPERIENCE AND PERSONAL QUALITIES

- A flexible outlook
- Ability to use telephone system skillfully even at times of peak activity
- A friendly manner together with patience and a clear speaking voice
- Ability to be a team player
- Efficiency and ability to deal with awkward situations and difficult clients in a professional manner
- Ability to remain discreet and maintain employee and client confidentiality at all times
- Ability to work additional hours as required

### KNOWLEDGE REQUIRED

- Knowledge of telephone system
- Basic keyboard skills
- Knowledge of Outlook

### ATTENDANCE AT MEETINGS

- Support staff meetings

If you are interested in applying for any of the above roles, please email [sushila.jones@alsterskelley.com](mailto:sushila.jones@alsterskelley.com) with a covering letter and CV or download and submit our application form.

### CONTACT:

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