

Role:	Receptionist/Administrative Assistant
Hours:	Full Time, Monday - Friday (some nights and weekend hours may be needed)
Salary:	To be discussed at interview
Reporting to:	Operations Manager

PURPOSE OF THE POSITION

The Receptionist/Admin assistant reports to the operations manager and is responsible for being the first point of contact for all visitors and customers providing a friendly and professional service.

Also for providing secretarial, clerical and administrative support in order to ensure that services are provided in an effective and efficient manner.

RESPONSIBILITIES

1. Provide office support services in order to ensure efficiency and effectiveness within the football club.

Main Activities

- Receive, direct and relay telephone messages, Email and fax messages
- Pick up and deliver the mail
- Open and date stamp all general correspondence
- Maintain the general filing system and file all correspondence
- Assist in the planning and preparation of meetings, conferences and conference calls
- Maintain an adequate inventory of office supplies
- Respond to public inquiries
- Provide word-processing and secretarial support

2. Perform clerical duties in order to maintain football club administration

Main Activities

- Develop and maintain a current and accurate filing system
- Monitor the use of supplies and equipment
- Coordinate the repair and maintenance of office equipment

3. Performs receptionist functions

Main Activities

- Answer all incoming calls and handle caller's inquiries whenever possible
- Re-direct calls as appropriate and take adequate messages when required
- Greet, assist and/or direct visitors and the general public

4. Support the Directors, Chief Executive and other staff

Main Activities

- Assist the Directors, Chief Executive and other staff as requested
- Provide administrative services for the Directors, Chief Executive and other staff

Knowledge, Skills, interest and qualities

- A friendly and confident personality
- A smart appearance
- Good spoken and written communication skills
- The ability to stay calm under pressure
- The ability to be polite but firm when dealing with difficult, impatient or upset people
- Good organisational skills
- Computer skills including the ability to use spreadsheet and word processing programs
- The ability to follow safety and security procedures, and put them into effect
- The ability to use office equipment such as switchboards, fax machines and photocopies

Personal Attributes

- Be honest and trustworthy
- Be respectful
- Possess cultural awareness and sensitivity
- Be flexible
- Demonstrate sound work ethics

This role description is intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be exhaustive list of all responsibilities and activities require of the position.