

# Barcan+Kirby

## Job description

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**Job Title** Receptionist with administration duties  
**Reporting to** Stuart Ashpole  
**Responsible for** N/A

**Department** Facilities  
**Date** November 2016  
**Location** Thornbury

### Job Summary

You will be the first point of contact for our clients therefore a good telephone manner and the ability to deal with clients will be essential. You will be meeting and greeting clients face to face and dealing with queries over the phone. You will also be expected to provide typing support to various fee earners as and when required and travel between offices as and when required.

### Key responsibilities

#### Reception

- + Answering the telephone and dealing with client enquiries both by phone and in person, transferring calls and taking messages
- + Receiving and dispatching fax communications
- + Opening of incoming post and DX
- + Frank, sort and drop off outgoing post to DX and post office
- + Banking
- + Archiving files – to include registering deeds and Wills
- + Maintaining office diaries
- + Updating and ensuring knowledge of any books and/or policies pertaining to receptionist duties such as signposting
- + Receiving money from clients, paying in cheques, taking card payments and maintaining petty cash (if appropriate)
- + ID – checking and photocopying ID and entering onto the system to assist fee earners
- + Ordering stationery items where appropriate in line with current procedures
- + Maintaining a tidy and well presented “front of house” in the reception area, interview rooms and board room
- + Making refreshments and ordering food for clients and internal meetings when required
- + To cover sickness and/or holidays of other receptionists (which may incur travel to the other offices)
- + Photocopying (if time permits)
- + Assisting the Facilities & IT Manager in ensuring the reception area is run smoothly & any other adhoc duties which may be given
- + Any other reasonable duties as directed by your manager or Facilities Assistant

### Signed by Job Holder

(Print Name)

Signed:

Date:

