

# job description

**job title:** Receptionist and Administration Assistant

**reports to:** office manager

## GENERAL DESCRIPTION

This role involves providing friendly, efficient support to clients and visitors of GNS, and maintaining a welcoming, well-organised work environment.

## PRIMARY FUNCTIONS

- greet personnel and assisting them in their enquiries – acting as the 'face of GNS'
- answer telephone calls in a quick and efficient manner, dealing with enquiries and referring them to appropriate team members in a timely fashion
- offer guests refreshments and seating upon arrival
- arrange appointments between current / potential clients and team members, and keeping well-maintained records of these
- carry out administrative duties such as typing memos, correspondence, reports and other documents
- operate office equipment including PABX telephone console, photocopiers, facsimile, switchboard, computers and so on
- ensure supplies such as office stationary and bottled water are ordered as needed
- organise and maintain company files and records
- receive and process incoming and outgoing mail and messages in an efficient manner
- arrange and participate in conferences and committee meetings at various locations, taking minutes and key notes
- provide written transcripts of data from audio-recorders, and enter into letters and reports
- organise business itineraries for staff members including travel arrangements, conferences, functions and meeting schedules
- prepare meeting rooms prior to guests arriving, and tidying following their departure
- perform other duties where required

## MINIMUM REQUIREMENTS

- experience in administrative duties
- fluency in Mandarin and English
- competent in use of MS-Office applications
- strong interpersonal skills

## OTHER SKILLS / ABILITIES

- ability to form strong working relationships with both team-members and clients
- friendly, welcoming persona

## EDUCATION REQUIREMENTS

- bachelor's degree

The above is intended to describe the nature of work being performed by team members in certain positions. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.