Reception & Clerical Support Job Description
General Purpose

To provide reception and clerical support to ensure the efficient operation of the office.

Main Job Duties and Responsibilities

- checking and entering data
- updating and maintaining databases
- answering and directing phone calls
- making phone calls
- taking and distributing messages
- handling inquiries and incoming work requests
- reviewing files and records to answer requests for information
- maintaining filing systems
- compiling records of office activities
- photocopying, scanning, printing
- sending emails
- preparing and sending outgoing mailings and packages
- typing documents and correspondence
- controlling basic accounting functions such as checking invoices and making deposits
- managing petty cash
- monitoring and ordering inventory of office supplies
- keeping office area neat and tidy

Education and Experience

- knowledge of relevant software applications including MS Office
- proficient with excel
- good numeracy skills
- accurate keyboard skills
- knowledge of office management systems and procedures
- knowledge of administrative procedures
- knowledge of basic accounting procedures

Key Competencies and Skills

- good organisational and planning
- time management skills and the ability to prioritise work
- data management
- attention to detail and accuracy
- problem-solving
- adaptability
- customer service orientation
- team work
- communication skills - verbal and written
- confidentiality