

RECEPTIONIST AND ADMINISTRATION ASSISTANT

Purpose of the position

This position is to be the primary support to the Directors/Owners and the Operations Manager in running the day to day operations of the plumbing office. We aim to provide an honest, skilled, dependable and professional service to ensure the best outcomes for our clients, employees and the business. You will be directly responsible to the Directors / Owners.

Responsibilities & duties

Administration

- Maintain customer database
- Source or maintain computer systems to ensure best practice.
- Handle all enquires, and correspondence i.e. mail, email, phone or in person in a professional friendly manner
- Assist with marketing and lead generation
- Maintain and replenish office supplies
- Source competitive pricing for supplies
- Updating of price files.
- Filing and archiving files computer and paper
- Insurance need are meet.
- Complete reports and letters as directed
- Maintain OHS and all other maintenance schedule register
- Be proficient with Microsoft Word, Excel, Xero Accounting software and outlook
- Ensure office is clean and meets all OHS requirements
- Liaise with suppliers and other organisations
- Complete agendas and take minutes for staff meetings
- Ensuring all entitlements recorded and paid
- Ensure OHS requirements are being meet
- Ensure staff are completing administrative procedures.
- Assist in Payroll, leave and superannuation

Operations

- You will be the first point of contact for O'Brien Plumbing.
- You will be responsible for updating of procedure guides.
- Receive and enter jobs into Job Management program
- Schedule works as required.
- Maintain supplier price files.
- Prepare Safe Method Work Statements as directed.
- You will ensure OHS documentation is completed and maintained
- Ensure all parts and labour accounted for and prepared for invoicing
- Assist owner /Operation manager with duties as directed.
- You will need to be confident in the use of job management program, Xero and Excel
- Ensure all invoices have been received and follow up with plumbers on missing information

Knowledge, Skills and Personal Attributes

Knowledge

- Knowledge of office administration.
- Ability to maintain a high level of accuracy in preparing and entering information

Skills

- Excellent verbal and written communication skills
- Analytical and problem-solving skills
- Advanced computer skills
- Time management skills
- Effective systems and organisation skills

Personal Attributes

- Be honest and trustworthy
- Be flexible
- Be friendly and professional
- Be self-motivated