

JOB DESCRIPTION

Position Title:	Receptionist / Administrative Support
Team:	General Office
Reports to:	Manager or Principal
Hours of Work:	Normal 38 hour week. Some weekend work may be required.

POSITION SUMMARY & PRIMARY OBJECTIVE

Dougmal Real Estate aims to provide competitive services in the real estate market, selling and managing residential and commercial property. The organisation strives for local market leadership and is continually seeking to enhance its reputation among both the public and members of the industry for honesty, integrity and competence as real estate practitioners.

The individual in the Receptionist / Administrative Support role is required to contribute to the provision of quality services by providing administrative support for the real estate practice in a professional and efficient manner, which will reflect the company's reputation in the real estate industry. This will necessitate a high standard of personal demeanour including professional standards of dress acceptable to the company.

Supporting a team of professionals, the individual will be required to demonstrate initiative and work as an enthusiastic team member in accordance with the organisation's office routines and procedures, keeping in mind the overall business objectives.

QUALIFICATIONS/ EXPERIENCE/ KNOWLEDGE

Knowledge & Experience Required

Essential

- Strong administration skills – organised, thorough, systems orientated with meticulous attention to detail
- Ability to communicate at all levels
- Excellent levels of computer literacy and touch-typing skills
- Ability to use Microsoft Office including Word, Excel, Access and PowerPoint
- The ability to create a positive, everlasting impression with the most professional, courteous and expedient manner and to continually strive for superior client service
- Proactive, punctual and reliable
- Well presented and spoken
- Vibrant nature
- Enjoys dealing with people daily and is tolerant of rude people, polite but assertive

Desirable

- Previous experience in an administrative related role
- Experience in the real estate industry
- A typing speed of 50-60 words per minute with 90% accuracy

ROLES AND RESPONSIBILITIES

- Provide internal staff with professional administrative support including taking accurate and properly detailed messages, word processing duties, attending to routine correspondence and when required prepare written reports
- As the first point of contact for most clients, endeavour to answer telephone enquiries in an efficient, friendly and professional manner
- Maintain familiarity with office listings, including property advertisements, so an enquiry can be directed to the most appropriate member of staff promptly
- Handle rental receipts from tenants
- Compile and transact the daily banking
- Collect and distribute daily mail
- Provide assistance in the administration and maintenance of company records
- Take responsibility for ordering necessary office supplies
- Ensure the front office and reception is clean and tidy at all times
- Participate in key result area and key performance indicator review processes to establish areas for improvement
- To maintain a high professional and ethical profile in accordance with industry and company standards.
- Maintain a well groomed and business like appearance
- Ensure that the rental receipts have been handled in accordance with office procedures
- May also provide administrative and secretarial support to the sales and property management teams
- Type sales advices, advertising and market materials and standard letters
- Liaison with vendors & third parties regarding administration of sales process
- Prepare sales advices
- Management of deposits
- Organisation of settlements
- Update the database
- Assist with enquiries for rental premises
- Type leases and general correspondence for the Property Management team
- Collect rent from tenants and issuing receipts using trust accounting package
- Carry out the Trust Account banking daily
- Participate in key result area and key performance indicator review processes to establish areas for improvement
- To perform your duties to a high professional and ethical standard
- To maintain a high professional and ethical profile in accordance with industry and company standards
- Maintain a well groomed and business like appearance

CORE COMPETENCIES

The following Core competencies are the skills, knowledge and behaviours expected of an employee at Dougmal Real Estate.

Communication Skills

Communicates clearly and professionally in written and oral forms to both internal and external clients.

Initiative and Confidence

Generates and acts on new ideas that add value to the business. Looks at different ways to solve problems and address difficulties.

Achievement Drive

Sets goals and strives to achieve them with enthusiasm and determination.

Business Acumen

Has a good understanding of the business environment and the impact their behaviour has on the reputation of the company.

Respect

Treats colleagues and customers in a manner which demonstrates integrity, honesty and fairness

ROLE SPECIFIC COMPETENCIES

The following Role Specific Competencies are the skills, knowledge and behaviours that lead to a staff member being successful in their role.

Client Focus

Demonstrates a desire to address customer needs and does so in a professional manner.

Flexible Team Player

Works effectively within a variety of situations, individuals and groups applying the 'whatever it takes' attitude.

Planning and Organisational Skills

Establishes a clear course of action to achieve long or short-term goals in an organised manner.

Technical Knowledge / Skills

Possesses the level of technical skills to preserve and / or enhance the quality of services provided by the organisation.

WORKING RELATIONSHIPS

Team	Purpose
Internal Staff	To provide administrative support and assistance when required. To maintain a team orientation working towards common group goals
Customers	To deliver a high quality service to customers that exceeds expectations, always presenting as professional and efficient
General Manager or Principal	To always work towards achieving the higher-level business objectives through the provision of effective administrative support