

# RECEPTIONIST ADMINISTRATOR

Are you an outgoing, friendly, and enthusiastic individual with Administrative and Front of House Customer Service experience? Is Customer Service and Administrative excellence your Superpower? Check out this fantastic opportunity to join our team in the role of Receptionist Administrator at a well-established, reputable company known for its supportive team culture and commitment to excellence!

## Your Key Responsibilities:

- General Reception Duties: Answer phone calls and greet customers with a smile.
- Customer Enquiries: Serve as the go-to point of contact for general customer questions.
- Financial Handling: Manage customer payments, banking, petty cash, and outgoing mail.
- Data Entry: Maintain accuracy in our job management system.
- Sales Support: Assist with spare parts sales, customer invoicing, compliance certificates and customer support.
- Team Assistance: Provide administrative support to our Sales, Service, and Administration teams.

## What We're Looking For:

- Proven Experience: Minimum 3-5 years of Administration and Customer Service experience.
- Enthusiastic Personality: Outgoing, friendly, and always ready to help.
- Organisational Skills: Proven ability to stay organised and manage multiple tasks efficiently.
- Fast Learner: Adapt quickly and thrive in a team environment.
- Tech Savvy: Excellent skills in MS Office are essential.
- Attention to Detail: Precision and accuracy in every task.
- Hands-On Attitude: Willing to dive into tasks and get your hands dirty.
- Customer Focus: Commitment to providing exceptional service.

## APPLY NOW

 Send your resume and covering letter outlining your suitability to Shauna Picken at: [hr@devilees.com.au](mailto:hr@devilees.com.au)

 Questions? Call 03 5021 1210



# POSITION DESCRIPTION

## Receptionist Administrator

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<b>Hours of Work</b>	38 hours per week Mon to Fri	<b>Job Status</b>	Permanent Full Time
<b>Reports to:</b>	Financial Controller	<b>Award:</b>	Clerks Private Sector 2020

### About Devilees

Devilee's Air Conditioning and Refrigeration has proudly been servicing the Mildura, Sunraysia and Berri, Renmark and Loxton Riverland regions for over 60 years, with an unwavering focus on honest, experienced advice and the highest standards of quality products.

Devilee's is recognized as the only contractor qualified to carry out major project works in the Sunraysia region and this recognition has seen its reputation extend across the country.

With a history of professionalism and reliability behind them, the Devilee's team are still the only name to trust when it comes to your project. Big or small, residential or commercial, industrial or boutique, every project is a Devilee's project.

### Key Responsibilities

- First point of contact for face to face and phone enquiries by meeting and greeting all entrants to Devilee's and operate telephone switchboard and direct incoming calls.
- Assist with showroom enquiries as required including parts sales using Point of Sale (POS).
- Respond to general email enquiries, coordinate, and distribute emails as required.
- Collect and distribute incoming mail, prepare outgoing mail.
- Petty cash management.
- Process daily banking of cash and cheques.
- Process and receipt customer payments in Simpro software.
- Book customer leads for Sales Representatives in Simpro.
- Raise service job cards.
- Conversion of quotes to job cards as required.
- Entry of invoices for sales representatives.
- Entry of unit assets in Simpro against customer installation jobs.
- Process plumbing and electrical compliance certificates.
- Post sales customer follow up including distribution of welcome packs and compliance certificates.
- Debt collection under the direction of the Financial Controller and Executive Director.
- Data entry and records keeping including filing.

- Timesheet data entry for Workshop employees.
- Assist with preparation and organisation of staff functions.
- Support administration and service staff in daily business activities.
- Accounts payable support during periods of leave.
- Back up other administration roles during periods of leave.
- General administrative duties as directed by the Financial Controller and General Manager.

## Qualifications & Skills

- Certificate III in Business Administration is desirable.
- Several years of experience in an administrative role.
- Excellent written and verbal communication skills.
- Excellent customer service skills with a friendly persona.
- Strong computer skills including Microsoft Office suite of products.
- Time management skills.
- Organisational skills.
- Attention to detail.

## Team Responsibilities

### Devilee's Values

- Embrace and work in accordance with the values and mission of the business.
- Build relationships with our customers and clients, understanding the customer needs and requirements.
- Uphold our client service standards providing excellent professional customer service.
- Provide excellent internal customer service to all employees.
- Act in an ethical manner.

### Occupational Health & Safety

- Adhere to the company Health & Safety Policies.
- Follow Devilee's Safe Work Method Statements.
- Use Personal Protective Equipment (PPE) appropriately as required to minimise exposure to hazards that can cause serious workplace injuries and illness.
- Report any Occupational Health & Safety (OH&S) concerns and incidents to your manager and OH&S Officer.

### Management of Resources

- Report any incorrect use of resources, equipment damage or loss to your manager.
- Complete documentation accurately and timely to ensure appropriate allocation and use of resources.
- Ensure appropriate use of Devilee's equipment and supplies ensuring efficient use of resources.

### Compliance, Training and Education

- Participate in the Devilee's appraisal process.
- Participate in any training as required to ensure continual improvement process.
- Maintain licences and registrations as per contract (if applicable).