

Corporate Receptionist

- **Permanent Full-Time role**
- **Working hours: 8:20am – 5:00pm, Mon-Fri**
- **'Free' leave over the festive season & great employee benefits**

We are looking for a confident and outgoing Corporate Receptionist to join our team. If you pride yourself on being a top notch receptionist who provides excellent customer service, this may be the perfect opportunity for you!

Who we are looking for:

- An experienced receptionist to be the face of DPM – be a welcoming, efficient and professional point of contact
- A people person who will build rapport with our clients and ensure they have a great experience
- A well-presented and approachable administrator who can work unsupervised
- A dedicated reception superstar, or experienced administrator looking for their next challenge

Who are we? DPM are a leading financial services firm established in Melbourne for more than 60 years. We provide our people with:

- ✓ Free annual leave over the EOY period
- ✓ A great social calendar of internal events
- ✓ Development opportunities to grow your career
- ✓ Recognition and celebration of growth and development

Want to know more? A normal day in this role would include:

- Providing seamless, polished & professional front of house services for our clients
- Acting as the primary point of contact for all visitors, clients and phone queries
- Representing DPM in a polite and professional manner at all times
- Answering and directing calls as appropriate, taking messages and communicating them internally
- Appointment/diary management, mail management, booking couriers as required
- Providing additional administration support to the business as required

But there is a catch. To be in the running for this great role, you should have:

- 2-3 years experience providing reception in a professional services environment (required)
- Demonstrated ability to provide superior customer service
- Intermediate to Advanced skills in MS Office, including Outlook (required)
- Experience using MYOB (desirable)

Interested?

To apply for this opportunity, please submit an application through our Seek portal:
https://www.seek.com.au/job/38556379?_ga=2.131391497.742363440.1552341846-302752623.1544131672

To be eligible to apply, you must be an Australian Citizen or Permanent Resident.

If you have any further questions about the role, you can call our People & Development team on **(03) 9621 7183**. Please note only those candidates that 'wow' us will be contacted!

Position Description

Position Details	
Title	Corporate Receptionist
Division	Business Services
Leader	Manager - Business Services
Time Fraction	Permanent Full Time (8.20am to 5.00pm)
Reviewed Date	March 2019
Benchmarking	Admin - Standard
Position Overview	
The Corporate Receptionist will act as the key point of contact for DPM clients, by delivering high quality, professional and friendly service, as well as providing administration support to the Business Services team.	
DPM Values - Everyone is expected to perform their role and conduct themselves in line with DPM's values and Code of Conduct	
Teamwork / Collaborating as one Accountability / Owing our actions Expertise / Providing innovative solutions Recognition / Valuing our people and clients Integrity / Acting with honesty, fairness and respect Passion / Enjoying everything we do!	
What does 'Good' look like for this role?	
<ul style="list-style-type: none"> • Client service was of a high standard and at the forefront of behaviours/actions • Operational and administrative tasks were carried out on time, accurately, efficiently and effectively • Reception area was polished and well-presented for clients at all times • Phone calls were answered and directed promptly and in a professional manner 	
Position Responsibilities	
Client Support	<ul style="list-style-type: none"> • Provide a seamless, polished and professional front of house service to all clients • Maintain good rapport with clients over the phone and in person • Represent DPM in a polite and professional manner at all times
Switchboard	<ul style="list-style-type: none"> • Answer phone calls promptly and direct calls to appropriate employees in a timely manner • Ensure messages are taken clearly and delivered to the appropriate employees
Administration Support	<ul style="list-style-type: none"> • Assist DPM Personal Assistants with work overflow and administration support • Undertake administrative duties including booking couriers, ordering and purchasing amenities, managing guest book and appointment register • Receive and sort mail and deliveries • Monitor visitor access and maintain security awareness • Manage the Reception Relief process to ensure the reception is manned at all times • Ensure Reception/ Limon Room (including kitchen) is clean and tidy at all times • Provide support with organisational event and function planning • Undertake any other administrative duties as required
General	<ul style="list-style-type: none"> • Maintain the Business Services filing system and maintenance procedures • Act as the primary contact for deliveries or persons entering the office • Ensure stationery and staff amenity stock levels throughout the building
Qualifications/Experience/Skills	
<ul style="list-style-type: none"> • Solid experience in similar corporate reception role (2-3 years) • Demonstrated ability to provide superior customer service • Advanced co-ordination/administrative skills • Sound interpersonal and communication skills • Intermediate – Advanced Computer literacy (Microsoft Office Suite) • Team player with attention to detail and initiative 	