JOB DESCRIPTION
Postroom Assistant

DATE: 2012
DEPARTMENT: Administration
REPORTING TO: Office Manager
DAYS: Monday to Friday

Gard & Co are committed to providing the relevant training to ensure that all members of staff acquire any specialist skills and knowledge in order to meet the required levels of competence.

Skills & Knowledge

The ability to priorities and organise
A familiar working relationship with Windows Software generally
Excellent communication skills and good inter personal skills
An enthusiasm to assimilate new tasks as the need of the firm dictates and the capacity of the department allows.
Ability to accurately follow advice / instructions from the line manger.

COMPETENCIES / DUTIES

1. Ability to organise in order to make a prompt start and effectively prioritise the days work

2. Ability to work with the line manager and to assist the line manager to achieve his or her required level of organisation and or prioritisation of the days work

3. Providing support within the postroom
   a) Sorting the morning post and ensuring that the post is ready for the partners as soon as possible
   b) Checking beverage supplies in the staff & conference room kitchen
   c) Checking the conference room as required to ensure that it is clear of cups and other items ready for meetings.
   d) Ability to accurate photocopy all documents as required and reproduce plans. All photocopying must be completed by 4pm that same day. If this is not, possible you should notify the office manager.
   e) Taking urgent documents to Court, Barrister Chambers etc.
   f) Dealing with unknown post queries
   g) Providing stationery supplies
   h) Retrieving documents from storage
   i) Assisting with the storage of archived files
   j) Liasing with the cashiers with regards daily banking requirements.
   k) Recording details of documents removed for storage
   l) Ensuring that the front of the office is clear from litter and leaves and ensuring that the slope is clean and does not present any slipping hazards.
   m) Maintaining a clean and tidy office environment
   n) Help set up for social events
   o) Providing cover for the postroom administrative assistant during periods of holiday or sickness. During such times you will be required to start at 8.00am and will finish at 4.30pm.

4. Providing general administrative support for the Office Manager.
   a) Closing files on the computer system at the end of each transaction and preparing the files for storage.
   b) Liasing with outside agencies ie: stationers, printers, cleaning company and other suppliers and workmen as required.
   c) Assisting with the preparation for social functions
5. Providing additional support for the telephonist / receptionist as required. As the receptionist you will be required to undertake the following:
   a) Meet and greet all clients and visitors to the office.
   b) Deal with enquiries from visitors to the office as appropriate.
   c) Accept documents into the office from clients.
   d) Copying of identification documents when time permits.
   e) Occasionally issue receipts for monies / cheques that are passed into the office when the cashiers are not available.
   f) Maintain a central record of all visitors to the office and collect same on their leaving.
   g) Accept into the office deliveries from suppliers as appropriate.
   h) Issue visitor badges to workmen when they arrive at the office.
   i) Ensure that the reception area is clean and tidy at all times.
   j) Ensure that there is fresh coffee available to clients and clean crockery at all times.
   k) To ensure that the magazines provided are current.

   As the telephonist you will be required to undertake the following:
   a) Answer all incoming calls and direct callers according to the telephone protocol.
   b) To review call analysis and minimise missed calls.
   c) Direct new enquiries to the appropriate Solicitors / secretary.
   d) Identify reasons for new clients contracting us and record accordingly.
   e) Maintain a central record of all calls received into the office.
   f) Occasionally take a brief message when neither the fee earner nor the secretary are available.
   g) To update recorded messages as required.
   h) To jointly with receptionist maintain continuous cover during office hours 8.30 – 5.30pm.

6. Ability to liaise with clients and third parties such as other firms of solicitors and agents both in person and on the telephone.

7. Ability to act as a witness on the signature of documents, as required.

8. Ability to use initiative to conduct routine procedures for the line manager on a supervised basis when required.

9. Ability to play a full part in the development of
   (a) new procedures for improvement in efficiency and the department and office generally.
   (b) new precedent Documents

10. Ability to share new ideas and important information with colleagues and particularly with room shares, where confidentiality permits.

11. Ability to accurately follow instructions / advice from the line manager.

12. Ability to read, understand and follow the procedures as set down in the latest revisions of the Office Handbook as varied from time to time.

13. Awareness of Health & Safety procedures (including fire drills).

14. To assist the office manager with other administrative tasks as required from time to time.