



POSITION DESCRIPTION

Receptionist

VISION

We will become the business advisor of choice through the creation of an environment where we want to give of our best.

MISSION

Polson Higgs has as its prime objective the provision of an integrated range of client focused services that will exceed our clients' expectations and assist them to improve the profitability of their businesses. We are committed to supporting our staff to work towards this outcome. Our professional and local communities are an integral part of our ability to deliver on this Mission.

WHO ARE WE?

We are a team of innovative and respected business advisors offering services to clients throughout the South Island. Polson Higgs is one of the South Island's leading independent chartered accountancy and business advisory firms with a staff of almost 60 located in Dunedin. We continually strive to provide quality service and value to our clients through our exceptional people.

The business was formed based on a desire to provide higher levels of service to the local region. To that end, we now offer a fully integrated range of services. Recognised experts within the firm enable our clients to access advice and support for all of their business needs.

Polson Higgs today has four partners (Steve Dunbar, Tim Dunn, Michael Turner and Henry van Dyk) and staff that specialise in most areas of business advice. We value the contribution our people make to our clients, and the communities in which they work and live.

WHO ARE YOUR TEAM?

Reporting To	Executive Assistant
Direct Reports	Nil
Nature and Term	Permanent
Internal Relationships	<ul style="list-style-type: none">• Partners• Management Group• Employees
External Relationships	<ul style="list-style-type: none">• Clients of Polson Higgs• Other visitors• Suppliers and Contractors

VALUES IN ACTION

Polson Higgs has a clear set of values which reflect and embrace our firm's culture. In action in our professional setting, we expect our staff to embody them as:

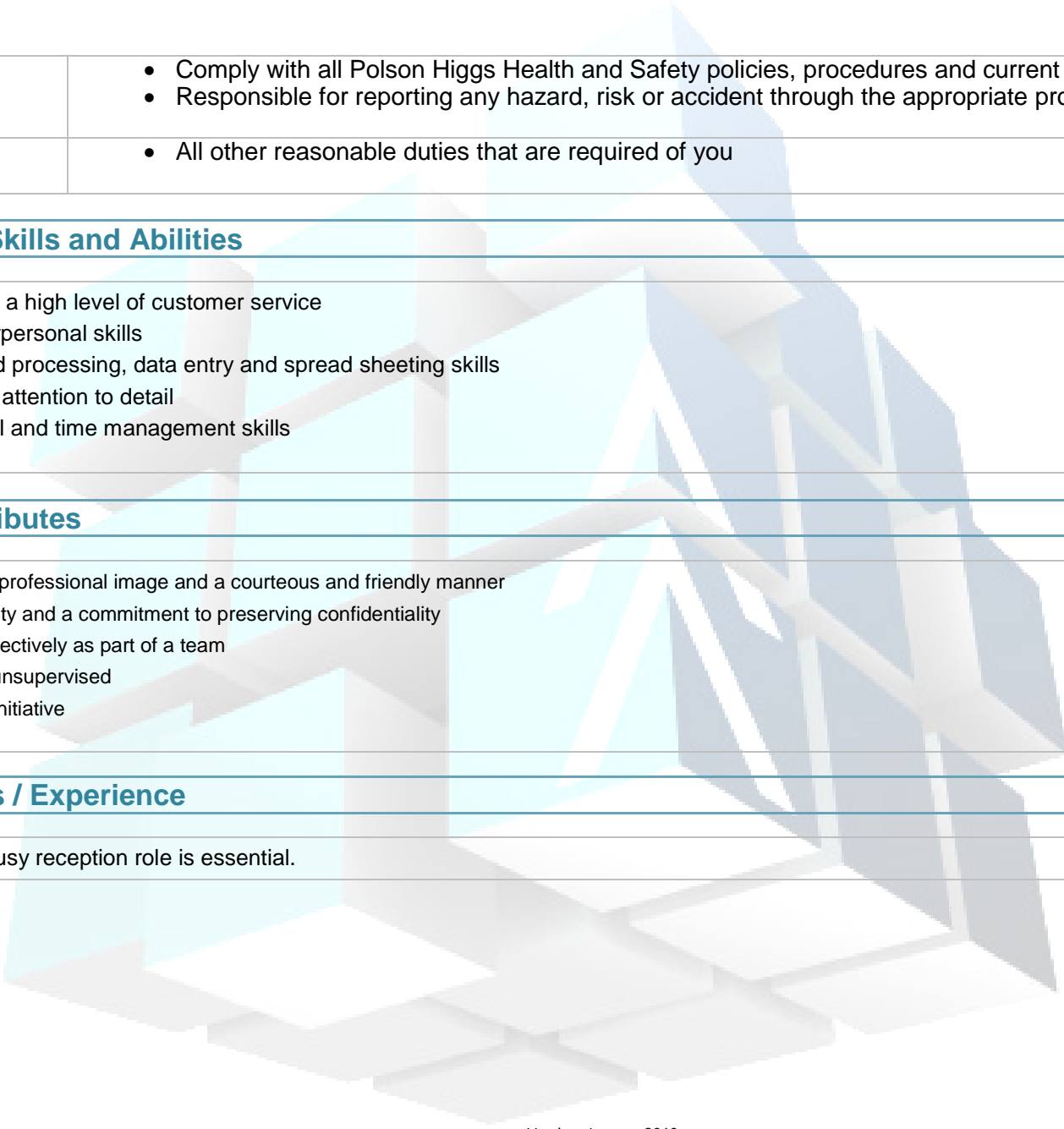
Value	Reflected in the following behaviours:	
Integrity <i>Doing the right thing</i>	Advocacy <ul style="list-style-type: none">• Sharing time, knowledge and expertise• Provides support to others• Dedicates time to others• Proactively coaches others	Respect <ul style="list-style-type: none">• Engages with others in a respectful manner• Demonstrates the importance of relationships• Engages others where guidance from others where necessary
Care <i>Being there</i>	Self-Awareness <ul style="list-style-type: none">• Builds rapport with ease• Demonstrates the ability to connect with people at all levels• Demonstrates empathy	Integrity <ul style="list-style-type: none">• Demonstrates open and honest communication• Demonstrates fairness• Acts with integrity and puts benefits of the firm before own agenda
Excellence <i>Best outcome</i>	Collaboration <ul style="list-style-type: none">• Works effectively within a team environment and across the firm• Actively shares ideas• Encourages others	Engagement <ul style="list-style-type: none">• Proactively seeks to extend networks within the wider firm and local community.• Takes steps to ensure they are well informed of issues/initiatives within the firm• Seeks to engage client work combining our values and beliefs.

WHAT IS THE PRIMARY FOCUS OF THIS ROLE?

To provide an efficient and welcoming reception service to clients and visitors. To build great relationships with our clients and manage telephone calls and effective communication.

Key Accountabilities

Administration Duties	<ul style="list-style-type: none"> • Register visitors and notify appropriate staff of their arrival • Answer, manage and relay telephone calls • Update phone list information • Co-ordinate meeting rooms, car bookings and equipment • Prepare and enter disbursements into system, manage couriers, and stamp tin • Preparation of Trust Account cheques and banking's when required • Issue and record taxi charge cards • Manage mail • Maintain all stationery supplies including envelopes and paper • Manage reception flower arrangements • Dry cleaning arrangements • Assist with administration duties as required • Open up and lock up office
Catering and Amenities Support	<ul style="list-style-type: none"> • Car maintenance – organise warrant of fitness and repairs required • Maintain and order stock for the staffroom, bathrooms, boardroom and all amenities including milk and n newspapers • Order supplies for partners' shout and lunches e.g. food/beverages/alcohol • Maintain office amenities including skip and recycle bins • Maintain staff name board
Travel and Accommodation bookings	<ul style="list-style-type: none"> • Travel co-ordination: organise and book travel and accommodation required for staff. Ensure the correct billing and chargeback arrangements are in place.
Communication	<ul style="list-style-type: none"> • Communication is professional and appropriate, both internally and externally. • All written and verbal communication is clear and concise. • Documentation and emails are correctly maintained on SharePoint • Feedback is given and received constructively.
Performance Development Plan (PDP)	<ul style="list-style-type: none"> • Active engagement with your performance development plan. • Opportunities for personal and professional development taken.



Health and Safety	<ul style="list-style-type: none">• Comply with all Polson Higgs Health and Safety policies, procedures and current legislation• Responsible for reporting any hazard, risk or accident through the appropriate procedures
Other	<ul style="list-style-type: none">• All other reasonable duties that are required of you

Knowledge, Skills and Abilities

- Demonstrates a high level of customer service
- Excellent interpersonal skills
- Excellent word processing, data entry and spread sheeting skills
- Accuracy and attention to detail
- Organisational and time management skills

Personal Attributes

- Demonstrate a professional image and a courteous and friendly manner
- Honesty, integrity and a commitment to preserving confidentiality
- Able to work effectively as part of a team
- Ability to work unsupervised
- Demonstrates initiative

Qualifications / Experience

3 plus years in a busy reception role is essential.