



Job Description – Reception Administrator

TBIB is driven by a full team of competent, qualified and motivated people, supported by state of the art systems. Our priority is to attend to our clients' needs, cover, claims and security – whether they are an individual or a corporation.

TBIB has always valued expertise and service to our clients as our highest aim, and we believe our clients share this value with us. To assist us in this process we will employ an Reception Administrator to be our front line contact with clients, as well as our suppliers and people who call us to make an enquiry.

What does this role do?

In many cases you will be the first point of contact for TBIB and you will provide administrative support across the organisation. You will manage inbound communication through the business and ensure that your administrative responsibilities are completed accurately and delivered with high quality and in a timely manner.

Brief

This function is critical to the support of the brokers and ongoing momentum of the organisation. The role *must* be undertaken with both the utmost attention to accuracy, and priority. Careful urgency is required to undertake this role effectively.

Responsibilities:

- Serving visitors by greeting, welcoming, directing and announcing them
- Answering, screening and forwarding any incoming phone calls while providing basic information when needed, and distributing and following up phone messages
- Receiving and sorting daily mail/deliveries/couriers
- Basic banking functions, credit card payments, receipts etc.
- Document management
- Managing continuity and supply of office consumables and amenities
- Maintain neat office presentation
- Management of client database
- Social media administration
- Update appointment calendars and schedule meetings/appointments
- Perform other clerical receptionist duties such as filing, photocopying, collating, etc.

Requirements for the role

- Calm and organised nature
- Proven working experience in a front office handling receptionist responsibilities
- Highly proficient with Microsoft Office Suite
- Sound basic IT skills
- Professional appearance
- Advanced communication skills both written and verbal
- Ability to be resourceful and proactive in dealing with problem solving issues
- Ability to organise, multitask, prioritise and work under pressure
- Insurance or Financial Services Industry experience preferred

Want To Know More

If you are looking for a career fulfilling role with an established and respected company with a strong future we want to hear from you. Please email your resume, together with a covering letter to careers@tbib.com.au.