



RECRUITMENT PACK

RECEPTIONIST

2017



RECRUITMENT PACK

RECRUITMENT INFORMATION FOR PROSPECTIVE TEAM MEMBERS






We are an equal opportunity employer.

All applications are assessed on alignment with our core values, experience, qualifications (if appropriate) and responses to key selection criteria.

SUBMISSION OF APPLICATIONS

Applications must be lodged by the advertised closing date and time. Late applications will not be considered.

Please remember to include:

-  Your contact details (postal address, email address and a contact phone number);
-  A covering letter to support your application;
-  A current resume with a minimum of two current referees;
-  Your responses to the key selection criteria;
-  Copies of any qualifications/transcripts, if relevant.

Provide as much relevant information as necessary to fully explain your capabilities. Please be concise, clear and to the point.

Applications are to be lodged via our Recruitment Partner – MP Personnel and Training.

-  Visit their website mppersonnel.com.au to upload your application

KEY SELECTION CRITERIA

Each opportunity for employment has a set of key selection criteria that enables prospective team members to illustrate how they can/have demonstrated the necessary qualities, knowledge and skills required to be successful in the position.

A prospective team member should provide an example or series of examples for each key selection criteria statement.

MINIMUM EMPLOYMENT PERIOD

Under the *Fair Work Act 2009* all new employees are subject to a six-month minimum employment (probationary) period. During this period, your mentor will monitor your performance in your role as well as your overall fit with the BMG Culture.

BENEFITS OF WORKING WITH US

BMG provide team members with a flexible, family and work-friendly environment.

Our office is located at 7 Stanley Street in Wodonga's CBD.

Our board of directors are approachable, welcoming and friendly.

Some of the other benefits our team members currently enjoy are:



SUPPORTIVE CORPORATE CULTURE

We foster flexible work arrangements and a demonstrated commitment to our core values.



PROFESSIONAL DEVELOPMENT PROGRAM

We support team members in undertaking specific training to assist them in the role and career development.



COACHING PROGRAM

A year round structured coaching program consisting of individual fortnightly meetings to assist team members personal & professional growth and development.



SALARY REVIEW

A yearly salary review is conducted with all Team Members.



MODERN OPEN OFFICE

We work in an open office environment with break out areas for team members and dedicated meeting rooms.

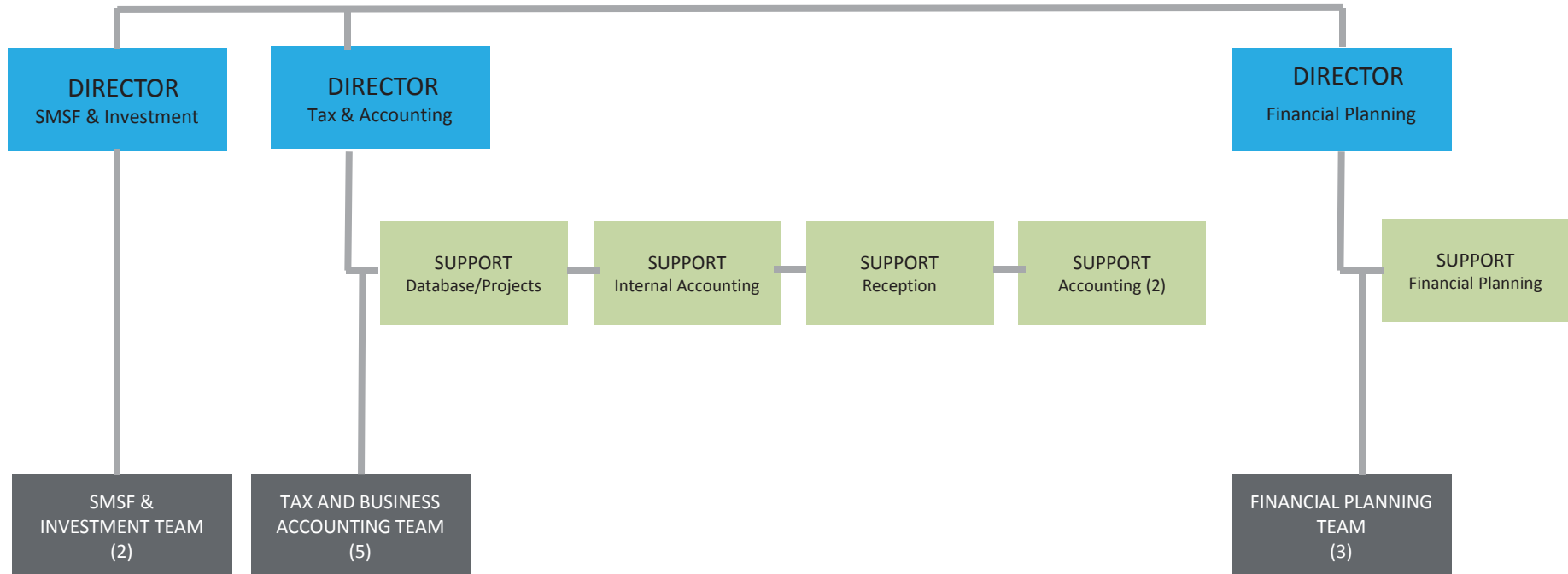


TECHNOLOGY

We are committed to the introduction and maintenance of leading technology solutions.

BMG PARTNERS ORGANISATIONAL STRUCTURE

22ND FEBRUARY 2017





POSITION DESCRIPTION

DATE:	22/02/2017
POSITION TITLE:	Receptionist
DEPARTMENT:	Support Team
REPORTS TO:	Support Team Leader
POSITION DIRECTLY SUPERVISES:	NA
HOURS:	Full time 37.5 hrs/week
SALARY PACKAGE:	To be negotiated
AWARD:	Clerks Private Sector Award 2010 Level 2

PURPOSE OF THE ROLE

This role is far more than answering phones and emails.

Our Receptionist will “wow” our clients. You will build relationships and trust with our clients and make them feel special. They will know that you truly do care.

You will be the initial contact for clients communicating with our business, over the phone, face to face and via email.

You will understand the strategic direction of our business. BMG’s values will be reflected daily through your behaviours and actions.

Our business will require your administrative support to enable us to deliver key services to our clients.




ESSENTIAL RESPONSIBILITIES & FUNCTIONS

Your essential responsibilities and functions are outlined below. Other duties may be assigned to you from time to time. Procedural protocols outlining these tasks can be found in the library of our document management system.

RECEPTION

-  Answer incoming telephone calls in accordance with telephone standards & forward calls to appropriate team members
-  Take and deliver messages when appropriate team members are unavailable
-  Update and manage client calendar appointments and reminder text messages
-  Update and manage the BMG calendar
-  Welcome on-site visitors, determine nature of business, offer refreshment and announce visitors to appropriate team members
-  Receipt account payments and enter into business record keeping software
-  Answer questions about our organization and provide callers with address, directions & other information
-  Support the Facilities Director in ensuring our office is presented professionally at all times including maintenance of office plants & common spaces
-  Conduct the daily opening and closing procedures for the office
-  Daily receipt, sorting & rerouting of email messages
-  Daily settlement of EFTPOS transactions
-  Electronically file correspondence and other printed material as required
-  Daily collection and distribution of incoming mail to appropriate team members
-  Daily preparation of all outgoing mail and delivery of same to post office
-  Prepare and deliver to bank daily banking
-  Reconcile weekly petty cash for HR Administrator review & approval
-  Weekly management of office requisites including kitchen supplies & general office stationery
-  Perform other clerical duties as needed
-  Source and prepare cards for clients as requested or needed
-  Co-ordinate delivery of monthly Team Meetings including preparation of minutes
-  Maintenance of BMG electronic library
-  Responsible for the running of the BMG Trust Account
-  Ensure all contractors to site report to reception and are signed in and out.
-  Action new and lost client tasks
-  Action updates to client contact information.
-  Arrange catering as required.
-  Prepare and process audit shield insurances
-  Attend to debtor follow ups
-  Manage the BMG tattsлото process

TAX & ACCOUNTING SUPPORT

-  Prepare daily lodgements via APS & BGL
-  Follow up outstanding lodgements
-  Prepare client financials booklets

MARKETING SUPPORT

- 👤 Assist Marketing Co-Coordinator with arranging seminars & workshops, sending invitations, managing RSVP's, coordinating catering, arranging accommodation & travel
- 👤 Preparation and delivery of Facebook posts

OTHER ACTIVITIES & DUTIES:

- 👤 Commitment to achieving personal Key Performance Indicator (KPI) targets and assisting the business to fulfil critical success factors
- 👤 Work with and support other team members in the completion of their key tasks
- 👤 Issue written and oral instructions to team members
- 👤 Commitment to your growth as a leader in accordance with BMG's leadership principles.

KNOWLEDGE & SKILLS REQUIREMENT:

- 👤 Highly developed communication & professional standards
- 👤 Understanding of the standards that apply and which are expected by our clients as part of a professional business
- 👤 Understanding of the professional services BMG provides



KEY SELECTION CRITERIA

DATE: 22/02/2017

POSITION TITLE: Receptionist

DEPARTMENT: Support Team

REPORTS TO: Support Team Leader

KEY SELECTION CRITERIA

Below is a selection of statements that give further insight to the BMG position advertised. [Please provide an example for each](#) illustrating where you have demonstrated the necessary skills and abilities that would enable you to successfully achieve the stated outcomes.

- 🔑 Our Receptionist will “wow” our clients.
- 🔑 You are engaged and aligned with the BMG team and the business values of fairness, results driven and what’s next however you are not afraid to challenge processes and decisions.
- 🔑 Your personal & professional development is a focus for you and you are always on the lookout for opportunities for improvement and growth.
- 🔑 This is a demanding and diverse position. Aside from the key roles and responsibilities assigned to the position, there are often other additional requests made of our receptionist while still being expected to meet the core obligations of the role. You are able to meet often strict deadlines all the while maintaining clear lines of communication.
- 🔑 You are passionate about what you do. Your work is an enjoyable part of your life.