

Trainee Receptionist

JOB DESCRIPTION

Role Purpose: As the Receptionist you will be responsible for first contact point for our clients, so it is incredibly important that this impression of Bowhill is positive and memorable. “Clients are old friends” is part of our brand and we need to live and breathe this mantra every day. Initially, an entry level position, the right person in this role will advance their skills in multiple administration disciplines. The Trainee works as part of our highly effective, Admin team and has the desire to learn, be trained, and obtain a nationally recognised qualification - Certificate III in Business Administration while working full time for the 18 months of the Training Contract. You have the following key areas of responsibility: • Reception • Clerical Support

LOOKING FOR

Craftsman



A Craftsman is accommodating and analytical, while producing highly precise and accurate work.

[Learn More](#)

Guardian



A Guardian is unselfish and approachable with a preference for detailed, skill-based work.

[Learn More](#)

Operator



An Operator is a patient, conscientious, relaxed and cooperative team worker.

[Learn More](#)

THEY

Serious

Understanding of rules and regulations

Diligent

Specific knowledge of the job

Reserved

Freedom from risk of error

Professional work environment

Bring accountability to work

Build close, lasting relationships

We take the time to get to know our employees

NOTEWORTHY BEHAVIORS

Formal

Takes time to connect

Serious	Reserved
Disciplined	Quiet
Sincere	Serious with unfamiliar people
Reserved, formal and quiet	Comfortable with the familiar

SUMMARY

The focus of this job is on producing high quality, detailed work based on established standards, guidelines and procedures. Precise, consistent work output is essential requiring patience and a willingness to handle and complete one task at a time. The job environment is stable, based on known relationships with people and well-defined processes. Job knowledge and competency is built through structured step-by-step training and positive, supportive coaching from management and peers. Communication with others is based on knowledge of repetitive job routines and procedures gained from sufficient on the job experience. Consistent, error free work based on defined regulations and standards are key measures of job performance success. The job environment promotes steady, methodical work output so that job routines can be completed on time and error-free. This position is designed to develop a valued technical expert, who, recognized and supported by management and a stable work environment, can deliver quality work on a consistent basis.

JOB CHARACTERISTICS

- Steady, even pace to promote accuracy and quality of work Repetitive routines Complete set of procedures and tasks completed before new ones are begun
- Technical/analytical focus Work within established systems, standards, and procedures Communication based on job knowledge and expertise
- Decision-making within clearly defined job scope Based on defined policies and procedures Supported by management
- Focused on job knowledge and expertise Helpful, supportive communication with management and peers Collaborative approach in structured job environment
- Leadership focused on consistent, accurate, quality work output Supportive, non-threatening leadership style Delegation to others when appropriate, using training, coaching and on the job experience

