

OVERALL JOB DESCRIPTION	
Job Title	Receptionist
Responsible to	The Partners of Barbers Rural LLP
Specifics	Part time approx 25 hours per week with some flexibility but core hours will include: Monday & Wednesday 9.00 am to 2.00 pm Tuesday, Thursday, Friday 10.00 am to 2.30 pm
Job Summary	Barbers Rural LLP are Chartered Surveyors and Rural Estate Agents. The role is to answer the telephone in a professional manner either directing calls internally or taking messages. There will also be a wide variety of administration and secretarial duties. This role requires someone who is able to work efficiently in a small but dynamic team and has a 'hands on' approach with a willingness to assist in other areas of business when required.
Key Performance Indicators	<ul style="list-style-type: none"> • Exceptional reception and telephone manner • Efficient and effective administration skills • Effective and successful teamworking • Effective and successful time management • Proactive approach to work • Accuracy and attention to detail • Well presented at all times
PERSONNEL SPECIFICATION	
Qualifications	<ul style="list-style-type: none"> • No specific qualifications necessary
Key Competencies	<ul style="list-style-type: none"> • Professional and approachable telephone manner • Exceptional communication skills • Accuracy in all aspects of work
Skills and Knowledge	<ul style="list-style-type: none"> • Knowledge of Microsoft Office • Typing skills • Knowledge of Flightdeck or similar Customer Relationship software would be an advantage but not essential • Knowledge of local area will be a bonus • Some agricultural/rural enterprise knowledge will be a bonus • An interest in rural property would be an advantage • Ability to deliver exceptional customer service • Ability to ensure high level of accuracy in all administration duties • Ability to liaise effectively with all clients and professional contacts • Exceptional interpersonal skills

Experience	<ul style="list-style-type: none"> • Experience of working in a busy, dynamic environment • Experience of working in an agricultural related environment is a bonus • Experience of interacting with clients at all levels
Personal Qualities	<ul style="list-style-type: none"> • Effective organisational skills • Good time and attendance, reliability and commitment • Good communication and interpersonal skills • Ability to work on own initiative • Team working skills and approach to work • Practical and pro-active approach to work with good common sense • Assertive and persistent • Integrity and honesty • Good sense of humour
Motivation and Expectations	<ul style="list-style-type: none"> • Personal pride to work to ensure good results • Desire to be part of a winning team

DETAILED DUTIES	
	<ul style="list-style-type: none"> • Oversee reception and all incoming phone calls • Provide administrative support to all colleagues • Draft a wide variety of reports and associated paperwork • Assist with preparation of sales details and professional reports • Assist with Estate Agency duties (sending details, arranging viewings etc)