

# JOB SPECIFICATION



## Position: Receptionist

### Company History

Founded in 1945, Pat Munro (Alness) Ltd is a privately owned company consisting of the following divisions:

- Quarry Products
- Haulage
- Plant Hire
- House Building & Development
- Civil Engineering
- Waste Services
- Road Surfacing

Based at *Caplich Quarry Alness*, the company currently employs in excess of 170 personnel and operates out of two further depots; a quarry in Dornoch and a waste transfer station in Inverness.

### Position

This is a **Full-time** position working in our **Administration Department**. The position is based at our main offices at **Caplich, Alness** and will be answering on a daily basis to the **Accounts Manager**.

### Job Responsibilities

The responsibilities of an Office Administrator include:

- Switchboard – answer incoming calls & manage voicemail system.
- Deliveries – direct to relevant store/location & notify Manager.
- Mail – sort & distribute incoming mail, maintain log, frank & deliver outgoing mail to Post Office.
- Cash Sales receipts
- Stationery – manage & order stock.
- Kitchen & Office Cleaning Supplies – maintain appropriate stock levels.
- Managing correspondence
- Retrieving documents
- Maintaining data entry applications
- Reception duties
- Writing meeting notes
- Support managers and colleagues
- Greeting and assisting guests
- Maintaining filing systems.
- Responding to faxes and emails
- Photocopying and binding
- Customer Care duties

And from time to time other duties as directed by their Line Manager.

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## Applicant

The successful applicant may require the following skills & experience:

- Customer focus
- Initiative
- Professionalism
- Telephone manner
- Switchboard
- Organisation and record keeping
- Information technology skills
- Handling office equipment
- Team working skills
- Technical skills
- Flexibility and adaptability
- Typing skills
- Communication and grammar
- Mathematical skills
- Accuracy
- Consistent performance
- Flexibility and willingness to undertake tasks out with the key job responsibilities
- Be trustworthy, friendly, timeous and reliable.

## Qualifications

Minimum level of National 5 or equivalent (i.e. Standard Grade) in English, Maths and preferably an Admin related subject.

## Working /Hours

The standard working week (37.5 hours) will consist of five 8½ hour days, Monday-Friday on a rota basis between the hours of 7am to 6pm with 1 hour for lunch.

In addition you will be expected to work 1 Saturday in 6 from 9.00am to 12pm

## Remuneration

Proposed salary is £negotiable depending upon relevant experience. Wage reviews are conducted annually.

## Probationary Period

The company operates a standard 3 month probationary period, during which either party have the right to immediate termination of employment. There is no holiday entitlement within this probationary period. Upon successful completion of the probationary period, full terms of employment contract will apply.

## Holidays

Annual holiday entitlement is 30 days (for full-time positions) which is inclusive of recognised public holidays. You are required to reserve a specified amount of your annual holiday entitlement to cover the annual Christmas and New Year shutdown period. This is normally 10 days.

The Company will endeavour to grant holiday's out with the fixed dates, where possible, subject to operational requirements. Staff must give a minimum of 1 month's notice of alternative holiday requests.