Company Name: STRAWBERRY FIELDS

Policy No: 01-1313	Authorised:	Date:
JOB DESCRIPTION - *ADMINISTRATION ASSISTANT / RECEPTIONIST*		

JOB TITLE: Administration Assistant / Receptionist

ACCOUNTABLE TO: Proprietor

RESPONSIBILITIES:

1. To greet all visitors to the Home in a pleasant and courteous manner, and to ensure that they meet with the appropriate service user or staff member.
2. To be responsible for manning and operating the Home's switchboard / fax / e-mail facilities, as appropriate to the Home. To ensure that all incoming telephone calls are handled in a courteous and efficient manner and that all incoming faxes and e-mails are delivered to the right person.
3. To operate the photocopier.
4. To handle incoming mail and ensure that it is promptly distributed within the Home, as required. To promptly handle all outgoing mail.
5. To log and monitor all incoming invoices and accounts for items and services purchased by the Home. To advise the Proprietor when accounts are due for settlement, and to process and obtain authorisation for cheques in payment, ensuring their prompt despatch to the supplier / sub-contractor.
6. To receive, log and monitor all monies received from service users' relatives on behalf of the service user. To receive, log and control all monies received from service users, service users' families and Local Authorities in respect of payment of bed fees and other accounts.
7. To handle and control appointments for senior staff members where required.
8. To undertake other duties, as necessary.

SIGNATORIES:

Job Holder:	_____	_____	_____
	(Name)	*(Signature)*	*(Date)*
Manager:	_____	_____	_____
	(Name)	*(Signature)*	*(Date)*