

March 2018

RECEPTIONIST / ADMINISTRATOR PERSON SPECIFICATION

Competencies

1. After induction, has the knowledge and ability to use FRU's electronic systems including MS Office applications and the Salesforce database.
2. Has the ability to prioritise between competing demands, ensuring that responsibilities are covered overall.
3. Has the ability to carry out duties and assist others without constant supervision, following guidance for routine issues and knowing when to refer to colleagues.
4. Has the ability to accurately follow FRU administrative processes, ensuring attention to detail.
5. Has the ability to provide excellent service and support to callers and enquirers, volunteers, colleagues and clients.
6. Has the ability to open the FRU office and attend during core office hours each day.
7. Understands the context and environment of FRU's work.