Position vacant
Receptionist - Part-time

The Law Society of New South Wales is looking to employ a Receptionist in its Executive Unit for 3 days (21 hours) per week: Monday, Tuesday and Thursday. The working hours change on a weekly basis where the shifts rotate between 8am – 4pm, 9am – 5pm and 10am – 6pm. This position will be advertised internally and externally, and if any staff member is interested in applying for the position or requires further information, please contact the HR Department no later than Friday, 07 September 2018.

Responsibilities
As the first point of contact with the Law Society for visitors in Reception and calls to the switchboard, this is a high-quality customer service role. The incumbent is required to have the requisite communication skills to appropriately deal with members of both the profession and the public; a thorough understanding of the organisation's business; and the versatility to undertake admin tasks associated with the role and in response to staff requests. This role also encompasses administrative tasks, mediation and arbitration room bookings.

Key Accountabilities
• Calls from the profession and the public answered promptly and referred to the appropriate Law Society staff, department or external organisation
• Messages to contain accurate information and to be circulated to the appropriate person in a timely manner
• Incoming messages to the Law Society email address to be directed to the appropriate individual or department
• Professional reception service in welcoming visitors and assisting with matters such as processing of solicitors’ licensing requirements and associated queries, enquiries in relation to CPD activities and other Law Society services and events and referral to staff members or appropriate external organisations
• Take bookings for visiting solicitors’ rooms and internal meetings
• Maintain and post on the Law Society Intranet and / or website
• Assisting the Venue and Events Department with various tasks, including but not limited to:
  o mediation and arbitration bookings including catering requirements
  o meeting room bookings for internal and external stakeholders including catering requirements
  o event registrations and RSVPs
  o administrative tasks as required
• Maintain stationery stock for Level 7 and solicitors rooms on level 1
• Administration tasks undertaken from time to time and completed accurately and to
deadline at the request of Executive Unit and other department staff – including but
not limited to: mailouts, collation of materials or data entry.

To secure this position applicants must possess excellent communication and customer
service skills and the ability to deal with difficult and at times challenging clients. Essential
is the ability to learn, understand and retain new information relevant to the work of the
organisation as well as the ability to balance duties and to work under pressure and with
conflicting priorities. The successful applicant will possess previous reception experience
in the operation of a busy phone system, be competent in the use of MS Office suite
applications and have a high standard of personal presentation.

Applications
The Law Society of New South Wales is committed to building and maintaining a
respectful and inclusive workplace, appointing the best person for the role and supporting
diversity.

Written applications, including a cover letter and brief resume, must be received by
Friday, 07 September 2018 and addressed to: recruitment@lawsociety.com.au

All telephone enquiries to Natalie Hensby in Human Resources on 9926 0145.