

Receptionist/Admin vacancy

About Armstrongs

Helping people of all ages manage their financial affairs is important and rewarding work. At Armstrongs we get enormous satisfaction from organising and taking care of our clients' finances and affairs so they can focus on the things they love.

Armstrongs is a small, privately owned business and we hold our own Australian Financial Services Licence. This means we are not employees, sales representative or franchisees of a bank, insurance company, industry superannuation fund or other product provider. Having our own AFSL puts us in control of our own destiny and, a bit like our clients, that is important to us.

We are restructuring several of our roles which has created an opening for a new receptionist/admin person. Our aspiration is to find someone who will join our team and stay with us for years to come. We are open to that being someone who already has a lot of experience or a trainee.

About the role

The mission of this role is to provide a welcoming client experience and to support the team through the provision of professional services.

Basic tasks will include making and receiving phone calls, meeting and greeting clients, processing incoming and outgoing mail, ensuring meeting rooms are set up ahead of time, updating databases, and downloading documents from relevant websites.

In addition, writing and posting newsletters and updates across a variety of mediums is required, so you must have excellent writing skills including correct spelling, grammar, punctuation and formatting.

You will also need to phone clients to schedule meetings with our advisers, so you must be someone who is completely comfortable to pick up the phone rather than sending an email or letter.

You will need to be observant and proactive, willing to speak up with your suggestions, ideas and concerns. Continuous improvement is part of the DNA of our team, and we value people who not only notice how things could be done better but who will quickly act on implementing approved changes.

As we're a small team, there are times when everyone has to do a bit of everything. We want someone who is happy to help colleagues and who is also able to ask for help when it's needed.

You may not have any experience in a financial planning office, but if you have a high level of attention to detail and are methodical in following up on even the smallest tasks, you could be just who we're looking for and we'd love to hear from you.

Naturally, in our business, trustworthiness, discretion and confidentiality are absolutely essential. The successful candidate/s will need to have a national Police Check and rigorous reference checks before a job offer is confirmed.

The salary and working hours

This is a full-time position working weekdays from 8.30 am to 5pm, however as many people prefer to work part-time, we're open to discussing the role being job-shared.

The salary range is \$50,000 - \$60,000 per annum plus 9.5% superannuation, commensurate with experience.

Selection Criteria

1. Demonstrated ability to communicate and connect warmly with clients and colleagues (please provide an example that demonstrates this attribute).
2. Excellent written English skills and professionalism in presentation of work outputs, especially anything that is sent to clients.
3. Ability to work quickly and accurately.
4. Demonstrated ability to organise, prioritise, anticipate, problem-solve and work to deadlines (please give us an example).
5. Fast learner, including aptitude in learning new software.
6. Observant and proactive (please provide one or two short examples).
7. Demonstrated commitment to ongoing professional learning and growth, including the willingness to give and receive constructive feedback, and to ask for help or input (again, please provide an example).
8. Experience in updating a website or posting in social media an advantage.

How to apply

The recruitment process is being managed for us by Ellyn Martin from Business Growth Strategies.

If you are interested in the position, please send your written application and resume to ellyn@businessgrowthstrategies.biz by 4pm on Saturday 6th March 2021.

Please note: your application must address each of the selection criterion individually.

For more information, contact Ellyn Martin on 0412 375 760 or ellyn@businessgrowthstrategies.biz