
POSITION	Reception & Administration Officer
LOCATION	Rutherglen, Victoria
REPORTS TO	Operations & Logistics Manager

POSITION SUMMARY

The Reception & Administration Officer is the initial point of contact for Baker Seed Co. and plays a pivotal role in the effective day to day running of the business.

Reporting to the Operations & Logistics Manager, the Reception & Administration Officer is responsible for providing professional reception and administrative support services for Baker Seed Co. This position is required to be extremely personable and able to provide an exceptional customer service experience to the broad range of Baker Seed Co. customers and stakeholders.

KEY RESPONSIBILITIES

1. Managing reception duties, ensuring all visitors are welcomed in a courteous and professional manner.
2. Answer all incoming telephone calls, quickly and professionally. Screen calls, direct to appropriate staff and take accurate and detailed telephone messages when required.
3. Maintain a clean, tidy and well organised reception area.
4. Act as first point of contact for all transport companies entering Baker Seed Co., ensuring all inwards and outwards goods have an accurate weighbridge docket assigned to them.
5. Goods Inwards: create WB docket, confirming line numbers, quantities etc. match paperwork, entering into internal systems, advising relevant staff and filing.
6. Good Outwards – Dispatch all goods, ensuring WB docket complete, Picking Sheet is accurate with Dispatch Docket, and all paperwork is signed.
7. Dispatch all Non seed sales and Rivalea Dispatches in Management System and update Warehouse Report.
8. Sampling - Co-ordinate all sampling and external testing requirements. Ensure central database of test results are maintained and current.
9. Chep Pallets – Co-ordinate all chep pallets ensuring accurate records are maintained and company policy adhered to. Do stock counts as required to ensure accuracy.
10. Review manual Con Notes to ensure all have been entered into MS and Inventory system.
11. Provide support to Production/Logistics area.
12. Working with the Sales & Rivalea areas coordinate transport companies to ensure they arrive for assigned consignments within agreed time frames.

SELECTION CRITERIA

1. Demonstrated experience in a reception or administrative support services role.
2. Sound knowledge of reception and office administration procedures.
3. Experience in agriculture is highly desirable.
4. High level of computer literacy and competency in Microsoft Office and MYOB.
5. Outstanding customer service and inter-personal skills and demonstrated ability to deal with a broad range of people from diverse backgrounds.
6. Excellent telephone manner and oral and written communication skills.
7. Experience in data entry and maintaining databases.
8. Experience in developing and maintaining basic record keeping and other operational systems.
9. Proven ability to manage multiple tasks and competing deadlines concurrently.
10. Ability to think laterally, creatively and to take initiative and plan ahead.

PERSONAL ATTRIBUTES

1. A positive and enthusiastic attitude.
2. High level organisational, planning and problem solving skills.
3. Ability to work effectively as a team player as well as independently.
4. High level of attention to detail.
5. Self-reliant and self-motivated.
6. Ability to cope with high pressure situation and competing deadlines.
7. Patient, amiable and good humoured.

APPLICATIONS TO	Diana Joyce Baker Seed Co PO Box 76 RUTHERGLEN VIC 3685 Diana.joyce@bakerseedco.com.au
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