

Job Description

Position:	Virtual Receptionist
Reports To:	Team Manager
Employment:	Full-time or part-time (shift)
Location:	Queensland

Who is OfficeHQ

OfficeHQ is a global multi-award-winning company with a great culture. You may have already spoken to one of our receptionists without realising it. We professionally answer calls on behalf of thousands of businesses, providing that all-important human contact for callers. No matter what time of day or how busy our clients become, they have peace of mind knowing every call will be answered by a friendly receptionist representing their business – no more answering machines or unreliable voicemails. Our telephone answering services range from simple message-taking and transfers, through to complex call scripts and appointment scheduling. We take immense pride knowing our services are enabling thousands of businesses to connect with their customers, every single day. This is your opportunity to become part of our growing business!

What We Offer

OfficeHQ offers:

- work from home
- great team environment
- team leader who will nurture your potential
- ongoing coaching and development
- monthly one-on-ones
- quarterly team meetings
- induction training and ongoing upskilling to enhance your career
- work-life balance
- wellness and reward benefits programs
- Employee Assistance Program
- social events
- comfort knowing you work for an environmentally conscious and charitable company

Salary & benefits:

- Competitive salary
- Superannuation (10.5%)
- Generous incentive program annually
- Work from home allowance
- Skills allowance
- Penalty rates (for after-hours/weekend work)

Being part of the OfficeHQ journey promises to be an exciting and engaging experience with lots of opportunity to develop new skills.

Role Purpose:

To provide professional, inbound telephone answering for a diverse range of clients.

Key Responsibilities and Tasks:

- Professionally handling inbound calls for our clients and positively representing their brand
- Promptly and efficiently taking and relaying messages to clients.
- Being a reliable team player with a helpful and positive attitude.
- Offering a warm phone presence, bringing your best self to work

Knowledge & Experience Requirements:

- Prior experience working in a contact centre or as a receptionist
- Minimum typing speed of 50wpm
- Intermediate to advanced computer skills
- Experience with calendar or practice management software is highly regarded
- Initiative and problem-solving abilities
- Technical skills
- Attention to detail
- Accurate spelling

Personal Attributes

- Have an excellent speaking voice and telephone manner.
- Be resilient and the ability to cope under pressure.
- Be a reliable team player with a helpful and positive attitude
- Take pride in the quality of your work
- Have a sense of humour and common sense
- Have a positive approach to change
- Be aligned to our Company Values

Employment Term:

Full-time or part-time hours are available (shifts of 4 to 7.5 hours will be scheduled between 8am to 8pm daily). Penalty rates apply for after hours and weekend work.

Note: This position description represents the role and responsibilities at the time of appointment, however due to the dynamic nature of our business, the key tasks and responsibilities are likely to evolve over time. The flexibility to adapt to any changes should be considered a key requirement of working at OfficeHQ.