

APPENDIX ONE:
Position Description



POSITION TITLE:	Receptionist
LOCATION:	Christchurch
PEOPLE LEADER:	Support Manager
TEAM:	Adviser Support

At Craigs (CIP) we are focused on helping our clients to achieve their financial goals and grow their wealth. We believe that where a client's financial future is concerned, our people are fundamental to achieving this. Our collective skills, knowledge and commitment means that we can provide the best possible outcomes for our clients.

The Adviser Support team hold a key role in supporting our Christchurch branch and being the first point of contact for our clients, suppliers, members of the general public, and all Craigs employees.

As a Receptionist, I am passionate about clients and providing friendly and professional customer service to all Craigs stakeholders. Along with greeting visitors at Reception, I undertake general office secretarial and administrative responsibilities to ensure exceptional client interactions and the smooth running of the Christchurch branch.

WHAT I DO

- Greet visitors in a courteous and welcoming way, offering assistance where appropriate
- Answer telephones and inbox queries
- Make meeting room bookings and ensure all meeting rooms are kept tidy with appropriate refreshments
- Assist in the organisation and coordination of client meetings, internal functions and events. This includes ensuring room, equipment and catering bookings are made, along with any other ad-hoc duties
- Assist with planning and implementing external events as required
- Maintain and order office and stock supplies (such as company research, brochures, newspapers and client forms), ensuring that reception is well stocked at all times
- Organise mail couriers and prepare mailouts, coordinating inward deliveries and outward dispatches
- General office administration duties
- Administrative support to the wider Christchurch branch as a whole
- Ensure the kitchen is clean and tidy at all times, including fridges and equipment
- Monitor stock levels in the kitchen and place orders with suppliers where appropriate, avoiding duplications/omissions so cost efficiencies are maintained or improved
- Monitor the day-to-day running, and allocation, of Craigs visitor carparks
- Demonstrate the Craigs' values every day and encourage, support and enable my colleagues to do so too

WHAT I VALUE

Our Values



We are stronger together



We strive for excellence



We put people first



We do what's right

At Craigs, we pride ourselves on creating an environment where our people feel they belong and can bring their best self to work and feel valued. We grow as a team and with our clients and are always looking to support our communities – both internal and external. Our values build the foundation of how we work and how we provide great outcomes for our people and our clients.

WHAT I BRING

- Previous reception, office administration and/or customer service experience
- Excellent communication skills and strong interpersonal skills
- Professional telephone manner
- Strong time management and organisation skills
- High level of accuracy and attention to detail
- Ability to remain calm and composed when under pressure
- Professional presentation
- Intermediate Microsoft Office user (Word, Excel and PowerPoint)
- Ability to adapt to new systems and processes quickly
- Previous financial sector experience (advantageous)
- Reliable self-starter with the ability to show initiative and be a team player

NZX RULES REFERENCED WITH LEGISLATION AND POLICY

The NZX Participant Rules can be found electronically at the following address -

<https://www.nzx.com/regulation/participant-rules>

CIP policies can be found on the Staff Intranet.