

JOB POSTING

Role	Receptionist / Office Administrator (Director, First Impressions)
Reports To	Director, Finance and Administration
Location	Woodstock, Ontario

Bossy Nagy Group is a growing, well-established Professional Services firm specializing in the provision of public accounting and business advisory services in Southwestern Ontario. We strive to provide our clients with nothing less than exceptional service, and each of our Team Members takes personal pride in helping our clients build better businesses.

BNG is seeking a professional, energetic and client-focused Receptionist / Office Administrator to join our team full-time. This is a key role in our firm as it is a frequent and supportive point of contact for our clients. We refer to this position as the Director of First Impressions. The successful candidate will have experience in reception, customer service and office administration. General bookkeeping experience is an asset.

A competitive compensation and benefits package will be offered. The position is based in Woodstock, Ontario.

SUMMARY OF DUTIES

The Director, First Impressions serves as a first point of contact for all client enquiries, whether they are in person, on the phone or via email. This role contributes to the smooth and efficient operations of the office in a number of ways: through general reception duties, assisting in assembling client materials, invoicing, payment processing, and other administrative support as may be required. The successful candidate will execute assigned duties independently and will serve as a professional, trusted source of support to clients and colleagues at all times.

CORE DUTIES*

Reception / Office Administration

- Serve as a welcoming and knowledgeable point of contact for all incoming client inquiries (phone, email or in-person)
- Receive incoming and prepare outgoing mail and courier packages
- Maintain office files, documents and all client information in accordance with BNG's high standards for privacy and confidentiality
- Assist with scheduling meetings, booking conference rooms; maintain the cleanliness of the reception and meeting areas in accordance with BNG's standards
- Serve as the point of contact for and maintain a list of service providers to ensure the smooth functioning of office equipment; maintain sufficient levels of office supplies

- Administer petty cash according to BNG’s guidelines; conduct light errands as required
- Present a professional image and supportive demeanor at all times
- Evaluate opportunities to improve customer service, current systems and office functions and recommend changes

Contribute to a Positive Culture

- Foster a positive, supportive and professional work environment
- Take initiative to support peers and colleagues
- Participate in team events, contribute to internal committees
- Participate in professional development opportunities as appropriate

Please note that additional hours may be required during tax season, typically between February and April each year.

<i>Skills and Experience</i>	<i>Attributes</i>
<ul style="list-style-type: none"> - Post-secondary education in office administration is a strong asset - 3+ years of reception or office administration in a client-focused, professional environment 	<ul style="list-style-type: none"> - High personal integrity and ethical standards - Strong client focus, customer service orientation - Demonstrated problem-solving abilities - Strong work ethic - Superior communication skills - Results-oriented mindset - Ability to work independently and meet deadlines - Excellent team player - Well organized, efficient with time

****Note:*** The “Core Duties” is a summary of the duties that are essential to this role and is not an exhaustive list. Bossy Nagy Group reserves the right to add or amend duties as necessary.

If you are interested in being considered for this position, **please submit your resume and cover letter to the Hiring Manager at hr@bng-cpa.ca.**

Bossy Nagy Group welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Thank you for your interest in joining Bossy Nagy Group. While BNG appreciates the interest from all applicants, please be advised that only those applicants selected for an interview will be contacted.