



# Rhonda Welgemoed

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## Objective

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Experienced Administrative & Office Support Professional with over 20 years of experience in reception, office management, and operational support. Proven ability to manage busy front offices, coordinate schedules, handle invoicing and record keeping, and support management teams in fast-paced environments. Known for professionalism, strong organisational skills, and a warm, client-focused approach.

## Experience

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- Nonnins Farm** July 2024 - October 2025  
General Administrator
  - Managed administrative support for daily farm operations
  - Maintained accurate livestock movement and health records
  - Monitored and recorded medication administration
  - Controlled stock of feed, medicines, and farm supplies
  - Processed invoicing and tracked monthly operational costs
  - Maintained structured and compliant record-keeping systems
- Masithethe (Formerly Lifeline) Counselling Services** December 2023 - June 2024  
Receptionist
  - Served as first point of contact in a confidential counselling environment
  - Managed high-volume telephone, email, and WhatsApp enquiries
  - Scheduled and coordinated appointments for multiple counsellors
  - Maintained accurate client records and filing systems
  - Compiled timesheets, schedules, and meeting minutes
  - Provided administrative support to senior management
- Dlangala Farm** October 2018 - September 2020  
Administrative Assistant
  - Provided comprehensive administrative support to operations
  - Prepared invoices, quotations, and formal correspondence
  - Managed calendars and coordinated travel arrangements
  - Ordered and tracked chemicals and operational materials
  - Recorded expenses and maintained financial documentation
  - Structured filing systems for compliance and easy retrieval
- Chris Bury Appliances** April 2014 - March 2018  
Office Manager
  - Managed full office administration and daily operational workflow
  - Supervised workshop staff and monitored job allocation
  - Scheduled service calls and allocated job cards to technicians
  - Handled customer complaints and service queries professionally
  - Prepared invoices, statements, and operational reports
  - Managed banking, wages, and financial documentation
  - Implemented and maintained improved administrative procedures
- Coast And Country Appliances** July 2015 - March 2018  
Self Employed [Part time]
  - Managed administrative and customer service functions
  - Coordinated technicians and service schedules
  - Prepared invoices and handled client payments
  - Managed stock control and supplier liaison

- **Melpark Farm** November 2011 - April 2014  
Invoice Clerk
  - Prepared invoices and statements
  - Captured data accurately and maintained organised records
  - Handled client queries and correspondence
  - Ordered and tracked materials
- **Chris Bury Appliances** February 2004 - November 2011  
General Admin Clerk
  - Provided general administrative and office support
  - Prepared invoices, reports, and correspondence
  - Scheduled service calls and supported customer service functions
- **Orange Apple Coffee Shop** December 2000 - August 2003  
Head Waitress
  - Started part time after school thereafter employed full time
  - Delivered high-level customer service in a fast-paced environment
  - Managed POS and cash handling
  - Trained and supervised new staff
  - Resolved customer concerns professionally

## Education

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- **Newton Technical High School** 2002  
Grade 12

## Skills

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- Reception & Front Office Management
- Diary & Appointment Coordination
- Invoicing, Quotations & Statements
- Office Administration & Systems Management
- Customer Service & Client Liaison
- Record Keeping & Document Control
- Stock & Inventory Management
- Telephone, Email & WhatsApp Communication
- MS Office (Word, Excel, Outlook)
- Conflict Resolution & Problem Solving

## Languages

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- English
- Afrikaans

## Additional Information

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References available upon further request