

Position Description: Business Support Administrator, Wellington

Purpose	<p>To:</p> <ul style="list-style-type: none"> • Provide overall support for the Business Operations Manager and the Wellington based team. • Provide general/accounts support to the Business Operations Manager • Provide FOH and reception support and client service and support • Support the Marketing Manager in the management of databases/WFM/Campaign Monitor.
Reports To	Business Operations Manager
Direct Reports	-
Key Relationships (Internal)	<p>Business Operations Manager</p> <p>Wellington team/consultants</p> <p>Visitors and clients to Wellington office</p>
Key Relationships (External)	<p>Visitors and clients to Wellington office</p> <p>Key suppliers/partners</p>
Key Objectives & Outcomes	<p>The Business Support Administrator will strive to achieve the following outcomes:</p> <ul style="list-style-type: none"> • Feedback from the Business Operations Manager and the Wellington team reinforces that the Business Support Administrator meets performance expectations as agreed with the Business Operations Manager for overall support and Wellington office support • Evidence indicates that the Business Support Administrator provides accurate and timely general and accounts support • Feedback from clients and other visitors confirms that the Business Support Administrator is welcoming and deals with their requests efficiently • The management of marketing databases, WFM and Campaign Monitor is undertaken effectively and efficiently
Key Competencies	<ul style="list-style-type: none"> • Accuracy: Has a high degree of accuracy when managing general and accounting information • Numeracy: Is numerically literate and can confidently work with figures to the extent necessary for this role • Computer Literacy: Has acceptable knowledge of and skills in Xero, WFM, AppleMac, Pages, Word, PowerPoint, and Excel • Client Service: Understands and is able to provide a positive customer service experience to clients and visitors • Interpersonal: Is friendly and reasonably outgoing. Can work confidently with others. Is able to be an effective team player.

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<p>Functional Tasks</p>	<p>Reception/Front of House/Customer Service</p> <ul style="list-style-type: none"> • Meet and greet clients • Receive visitors • Receive couriers/clear PO Box/mail • Teas/coffees/lunches • Answer main office phone <p>Accounts Support</p> <ul style="list-style-type: none"> • Client invoicing (WFM/Xero) • Supplier invoices (Xero) • Data entry • Supplier/bank payments • Collating consultant receipts/disbursements for on-charging • Xero reconciliations • Chase debtors <p>General Housekeeping/Admin Support</p> <ul style="list-style-type: none"> • Kitchen • Bathrooms • Meeting Rooms • Storeroom (upstairs) • Photocopier • Magazine rack • Security bin • Office supplies • Groceries/other consumables • Stationery - photocopy paper • Business cards and stationery <p>Database Management</p> <ul style="list-style-type: none"> • Client database/general maintenance (WFM) • Client and supplier database management (Xero)
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Functional Tasks	Support for Consultants <ul style="list-style-type: none">• Set up new jobs in WFM and Drpbox/set up physical files• Archiving• Filing/scanning/photocopying/printing• Basic document support - prepare/edit documents, format document• Address labels/posting• Binding documents• Lunch/dinner bookings• Arrange client meetings• Travel/rental car/accommodation• Arrange couriers• Membership/affiliations renewals• Registrations for courses/seminars• Credit card applications• General errands
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