

Schedule 2: Proposed Position Description

<b>POSITION TITLE</b>	<b>Office Administrator</b>		
<b>AREA/DIVISION</b>	Corporate Services		
<b>LOCATION</b>	Hamilton Airport		
<b>REPORTS TO</b>	Finance & Corporate Services Manager		
<b>TENURE</b>	Permanent Position	<b>FULL / PART-TIME HOURS</b>	Full time
<b>FUNCTIONAL RELATIONSHIPS</b>	<ul style="list-style-type: none"> <li>• Airport Management Team</li> <li>• Executive Assistant</li> <li>• Company Accountant</li> <li>• Property Administrator</li> </ul>		

**PRIMARY OBJECTIVE(S)**

To work collaboratively across the various airport and property business units to provide administration support and deliver customer services in a timely, professional and courteous manner.

**REACHING THESE OBJECTIVES WILL INVOLVE THE FOLLOWING KEY ACCOUNTABILITIES**

<b>Key Accountabilities</b>	<b>Expected Outcomes</b>
<b>Reception Duties</b>	<ul style="list-style-type: none"> <li>• Answering, screening and forwarding all incoming telephone calls in a professional and timely manner and referring queries to the appropriate people.</li> <li>• Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately, ensuring they complete relevant health and safety inductions</li> <li>• Ensure office and reception areas are tidy, presentable and functional</li> <li>• Maintain airport security protocols by following safety procedures and controlling access via the reception desk.</li> <li>• Processing inbound and outbound mail and courier parcels daily</li> </ul>
<b>General Admin</b>	<ul style="list-style-type: none"> <li>• Maintain and update all contact lists as and when required.</li> <li>• Manage incoming emails from Admin and Parking Email address and respond to queries in a timely manner.</li> <li>• Checking, stocktaking and ordering stationery and kitchen supplies as required ensuring budget constraints are adhered to</li> <li>• Empty feedback boxes in terminal and enter data into spreadsheet. Collating the information and communicating information back to management.</li> <li>• Topping up printers and photocopiers with paper and toner as required</li> <li>• Administer the Crown document file/archive system including organising offsite storage of files and maintaining database.</li> </ul>

	<ul style="list-style-type: none"> <li>• Photocopying, filing, document binding and scanning as required.</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Accurate and timely data entry of accounts payable supplier invoices, supplier statement reconciliations, banking transactions and customer receipts to accounting system</li> <li>• Accurate and timely issuing of invoices and statements of account to customers and payment remittances to suppliers</li> <li>• Assist company accountant with preparation of monthly financial reports and account reconciliations in accordance with the agreed reporting timeframes</li> <li>• Answering account queries with customers, suppliers and company auditors</li> <li>• Maintenance of accounts records and documents to ensure they are complete and accurate</li> </ul>
<b>Car Park System</b>	<ul style="list-style-type: none"> <li>• Responding to car park queries via the telephone and via the Admin/Parking email address in a timely and professional manner.</li> <li>• Investigating requests for refunds and preparing refund forms for sign off by the Finance Manager</li> <li>• Processing over-the-counter credit card transactions and refunds for parking fees through Payment Express (and Skidata)</li> <li>• Maintaining the online car park booking system and Skidata system and their associated database, responding to queries when required.</li> <li>• Managing pay station queries and barrier arm issues through the Skidata tannoy system, responding in a professional manner at all times.</li> <li>• Maintaining special use exit ticket stocks and records (single exit, rental cars etc).</li> <li>• Producing regular system reports and updating revenue totals and timeframe totals into Excel spreadsheet and providing to company accountant.</li> </ul>
<b>Property</b>	<ul style="list-style-type: none"> <li>• Assist the Property Manager with preparing accurate and professional communications and documents relating to property development and land sale inquiries</li> <li>• Maintain timely and accurate key property market analysis records and report</li> <li>• Assist the Property Administrator with preparing letters and correspondence relating to leases and tenancies</li> <li>• Assist the Property Administrator with timely and accurate maintenance of the lease database and lease records.</li> </ul>
<b>Marketing</b>	<ul style="list-style-type: none"> <li>• Maintaining and updating company website.</li> <li>• Responding to social media queries via company Facebook page, Twitter etc with support from Marketing Manager.</li> <li>• Maintain WRAL Board Room and Conference Centre Facilities to ensure professional presentation to guest specification and cleanliness</li> <li>• Timely and accurate maintenance of key market analysis data such as Lime Intelligence database, AirNZ/Jetstar fare comparison, AirNZ Grab-a-seat specials</li> <li>• Ensure all company templates are updated and maintained (liaising with the Marketing Manager) such as letterheads, power-point presentations, logos etc.</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>• Providing administration support to the General Manager Operations, including (but not limited to): <ul style="list-style-type: none"> <li>○ Timely and accurate updating and maintenance of technical manuals and publications</li> <li>○ Scheduling, minute taking and distribution, preparing agendas and reports for Operational Meetings such as Community Liaison Group, Emergency Committee.</li> <li>○ Operational data entry as required.</li> </ul> </li> </ul>

<b>PERSON SPECIFICATION</b>	<b>ESSENTIAL</b>	<b>PREFERRED/DESIRABLE</b>
<b>Education / Training</b> Level of education required to perform the job (e.g. Formal / Informal levels of training and education)	<ul style="list-style-type: none"> <li>• Recognised relevant national qualification</li> <li>• Receptionist/Office Administrator with at least 5 years on the job experience</li> </ul>	<ul style="list-style-type: none"> <li>• Office administration experience</li> </ul>
<b>Experience / Knowledge</b> Practical experience incl. any specialist / managerial experience required.	<ul style="list-style-type: none"> <li>• Sound knowledge of Microsoft software including Outlook, Word, Powerpoint and Excel essential.</li> <li>• Accounts payable/ receivable experience.</li> <li>• Previous experience in a busy professional office environment.</li> <li>• Can work as part of a team and on own initiative.</li> <li>• Ability to prioritise time effectively and to prioritise workload.</li> </ul>	<ul style="list-style-type: none"> <li>• Good understanding of software and hardware equipment.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Professional telephone skills with the ability to communicate easily.</li> <li>• Excellent keyboard skills with high levels of accuracy.</li> <li>• Sound written and verbal communication skills.</li> <li>• Ability to adapt to new technology and process changes easily.</li> <li>• Reliable, dependable and willing to help at all times.</li> <li>• Strong attention to detail.</li> </ul>	
<b>Attributes/Abilities</b>	<ul style="list-style-type: none"> <li>• Professional presentation and approach to work.</li> <li>• High level of self-motivation and initiative.</li> <li>• Ability to be resourceful and proactive when issues arise.</li> <li>• Demonstrates confidence, and a high level of energy with a desire to learn, grow and achieve.</li> <li>• High degree of confidentiality.</li> <li>• High level of personal presentation.</li> </ul>	

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time. The duties and responsibilities in this job description may be subject to change at any time, with consultation between the incumbent and Management.