

<b>Job Title</b>	Office Administrator
<b>Reports to</b>	Sponsor and High Performance Coordinator
<b>Direct Reports</b>	Nil
<b>Relationships</b>	<b>External:</b> Clubs, members, boat owners, external providers and suppliers <b>Internal:</b> Yachting New Zealand staff and contractors
<b>Contract Type</b>	Permanent Employment
<b>Hours</b>	25 hours across 5 days (10am-3pm)

**Purpose of the role:**

- To provide a friendly, professional service to everyone who enquires about Yachting New Zealand and sailing or boating in New Zealand.
- Office administration duties to enable office to run in an efficient manner.
- To provide administrative support to Sponsor and High Performance Coordinator, National Sport Development Director, CEO and other staff as required.

**Outcome of the role:**

<b>Key Accountabilities</b>	<b>Comments / Outputs</b>
1. Front of house	<ul style="list-style-type: none"> <li>• Be the first point of contact for guests and general enquiries</li> <li>• Managing incoming calls, email enquiries and office visits</li> <li>• Manage the YNZ car parks and meeting rooms</li> </ul>
2. Office Administration	<ul style="list-style-type: none"> <li>• Managing office equipment &amp; refilling office supplies, including looking after the kitchen, first aid &amp; stationary, phones, contacting the landlord with any issues e.g. lights out, car park barrier not working</li> <li>• to enable staff to work in an efficient manner.</li> <li>• General office management such as ordering stationery</li> <li>• Processing resource orders</li> <li>• Booking domestic flights, accommodation and rental cars</li> </ul>
3. Administrative support	<ul style="list-style-type: none"> <li>• Courses - Assisting members with use of the website and managing the booking process for courses</li> <li>• Affiliation – assisting clubs with the process and data management</li> <li>• Supporting various departments with administrative work such as updating our CRM, customer accounts and inputting data into spreadsheets</li> </ul>
4. Health & safety warden for the office	<ul style="list-style-type: none"> <li>• Maintain the health &amp; safety employee handbook</li> <li>• Provide H&amp;S inductions for staff</li> </ul>

**PERSON SPECIFICATION**

**Experience and knowledge**

- Proficient in the Microsoft Office suite of programmes including mail merge and a sound knowledge of Excel
- Experienced in the use of databases/CRM (Microsoft Dynamics 365 preferred)
- Customer service experience

## **Skills and attributes**

### **Relationship management and communication**

- An ability to communicate clearly and effectively with a wide range of people in all situations
- An ability to form successful relationships with YNZ employees, clubs, sponsors and stakeholders

### **Personal attributes**

- Highly organised
- Excellent time-management skills
- Ability to manage multiple tasks and projects to meet deadlines
- Sound project-management and planning skills
- Strong interpersonal skills and ability to work with internal and external stakeholders
- Thinks laterally
- Strong communication abilities, both written and verbal
- Consultative interpersonal style
- Creative problem solving
- Honest, high standards of integrity
- Personal commitment to performance improvement

### **Essence of character**

- Enthusiastic
- Innovative
- Details driven
- Good communicator
- Sense of purpose
- Organised