

POSITION DESCRIPTION: Branch Administrator

Approval Date	March 2023		
Business Unit	Damaged and End of Life	Location	Auckland
Reporting to	Office Manager	Direct Report	Nil

Job Purpose

The Branch Administrator will operate as a member of the Administration team for DEOL.

- Assisting with the efficient running of the Auckland Damaged and End of Life bookings by providing administration and data entry processing duties, assisting with the auction, handling inbound phone calls and maintaining a high level of customer service at all times
- Admin related duties as and when required to ensure the smooth operation of the Auckland Damaged Vehicle office.

Company Values

The Branch Administrator will be expected to operate in line with our company values which are:

- Integrity – do the “right” thing
- Team – together we are up for it
- Customer driven – put yourself in their shoes
- Passion – an “anything is possible” attitude

Relationships

Internal	External
<ul style="list-style-type: none"> • Operations & Sales Staff • Administration staff • Floor Staff • Office Manager/Assistant Office Manager • Branch Manager 	<ul style="list-style-type: none"> • Buyers, Vendors • Contractors

Key Accountabilities

Accountabilities	Performance Measures
Customer Service	
<ul style="list-style-type: none"> • To assist customer with their enquiries giving them correct and useful information • Identify and locate appropriate staff members or services and direct customers accordingly • Processing payments • Change of Ownership & CIN Card checks • Working with offsite storage providers 	<ul style="list-style-type: none"> • Customer feedback • Accurate data entry • Regular spot checks • Feedback from other staff
Administration	
<ul style="list-style-type: none"> • Book vehicles into MaRS for auction and storage purposes whilst maintaining accurate information at all times 	<ul style="list-style-type: none"> • Customer feedback • Accurate data entry • Timely data entry • Regular spot checks

Accountabilities	Performance Measures
<ul style="list-style-type: none"> • Efficient and 100% accuracy when entering vehicles for auction • Assist with regular data entry and set up of special auctions as required • Complete any documentation or records relating to auction transactions • Assisting the team with any other administration duties as required • Assisting the officer manager and assistant office manager with any other administration duties as required • NZTA transactions • Managing transport requests 	<ul style="list-style-type: none"> • Feedback from other staff
Personal development	
<ul style="list-style-type: none"> • Attends relevant and value adding professional courses and programs in consultation with the manager 	<ul style="list-style-type: none"> • Achieve required growth and maintenance of contemporary knowledge, as determined in discussion with, and by the manager
Health and Safety	
<ul style="list-style-type: none"> • Ensures own safety and the safety of others around Turners businesses • Follows all Turners and 'best practice' safe work procedures, practices and instructions • Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness • Ensures their work area is free of potential hazards 	<ul style="list-style-type: none"> • Meet standards as determined by the Manager, and/or the Turners H&S Officer
General	
<ul style="list-style-type: none"> • Any other duties as and when required to ensure continuity of business • Undertake all special assignment work, projects, and all other tasks as requested 	<ul style="list-style-type: none"> • Carry out such duties in a timely, accurate manner and in accordance with the organisation's policies and procedures • Achieve required contribution and standards as determined by the Manager

Qualifications and Experience

Essential

- NCEA Level 3 English and Maths or equivalent
- Computer literacy
- Legal right to work in NZ as defined by Immigration NZ
- Basic Microsoft Office in Outlook, and Excel

Preferred

- 1 years' experience in Customer Facing role
- Workplace First Aid Certificate or equivalent
- Driver's License

Competencies

- **Communication Skills (Verbal)** – Orally communicates ideas, instructions, and information so that they are clearly understood by others in formal or informal situations

- **Communications Skills (Written)** – Writes clear, concise, and grammatically correct presentations, that others can easily understand
- **Initiative** – A bias for taking action, making decisions and proactively doing things for both current and future opportunities.
- **Interacting with People** – Relates well with people from a wide variety of backgrounds.
- **Managing Up** – Demonstrates the ability to effectively manage upward through recognising when it involves one’s manager, what type and amount of information to share, and how best to implement goals and objectives
- **Networking** – Builds strong working relationships with others outside one’s team to enlist the support of both people and resources to complete tasks
- **Personal Work Standards** – Establishes high personal work standards and works to achieve them because of high internal motivation
- **Customer Service** – Understands the requirements of customer service and has the ability to maintain a high level of customer contact to meet servicing requirements of the role. Ability to handle enquires from customers
- **Adaptability** – Responds positively to change. Maintains effectiveness when confronted with new work situations or the uncertainty and ambiguity that comes with change. Is open to new ideas, assignments and approaches.
- **Information Gathering** – Asks the appropriate questions and gathers necessary information which guarantees that all relevant facts will be considered before a decision is made or an action is initiated.
- **Problem Solving** – Understands the factors/forces that shape customer (internal and external) needs (including private and institutional customers), easily comprehends the customer’s position and finds innovative and cost effective solutions to problems.
- **General Business** – understands basic business principles in conducting one’s duties (e.g. the importance of providing excellent customer service for commercial survival and profit) and applies the knowledge to achieve objectives.
- **Organising and Planning** – Organises and plans work in advance, deciding on the most efficient or convenient manner in which to do assigned tasks or projects.
-

Terms of Employment

The terms of appointment will be subject to a permanent individual employment agreement, and annual performance objectives and standards which will be discussed with, and set by the Manager or their representative.

The position description is valid upon sign off by the Manager their representative, and acceptance of the position by the employee. This position description remains a dynamic document and may be reviewed from time to time by the Manager their representative, as the requirements of, and other aspects impacting on, the role change.

Agreed

Employee

Manager

Signed:

Signed:

Name:

Name:

Date:

Date: