

POSITION DESCRIPTION: Administrator / Receptionist

Approval Date	January 2023		
Business Unit	Cars	Location	Tauranga
Reporting to	Office Manager	Direct Report	Nil

Job Purpose

The role is part of a team, the Administrator/Receptionist is one of the key business contacts in the Company. The role requires a pleasant, welcoming, calm, polite and professional manner in all situations keeping in mind both customer and business confidentiality at all times. Greeting and welcoming all Turners visitors and customers is an important part of the role. The Administrator/Receptionist role also requires the incumbent to be attentive, efficient, accurate, and able to provide excellent service and prompt office administrative support as required. On occasions the Administrator/Receptionist may also be asked to help on the auction floor and in other areas as required.

The incumbent's normal work space is in the Branch Office working as part of the office and assisting the Managers as may be required. The position has a key role in keeping things organised, on time and on track.

Company Values

The Administrator/Receptionist 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"> • Office Manager • Other Office / Branch staff • Support Office staff • Other key company staff 	<ul style="list-style-type: none"> • Customers • Dealers • Suppliers • Other stakeholders

Key Accountabilities

Accountabilities	Performance Measures
Positive Impression	
The first and the most important responsibility is to represent the company and the site in the best way. This includes making all incoming people feel welcome, listening carefully and ascertaining what the customer's needs are, dealing with difficult people in an efficient way without interrupting other visitors and business conversations, and being punctual and prepared for the job.	<ul style="list-style-type: none"> • Positive feedback received.

Accountabilities	Performance Measures
Cashier Administration	
<ul style="list-style-type: none"> Managing the processing of sales, cashiering of payments accurately and managing own cash batch, processing of post-auction administration requirements, promptly and respectfully following up on payments etc. Mail sorting and forwarding; Processing invoices (e.g. faxing/emailing buyer etc); Data entry (including LTSA processing, change of ownerships, road user charges and deregistrations); Debtor follow-up as assigned; Follow-up with Branches MR13s. 	<ul style="list-style-type: none"> Achieve required contribution and meet standards as determined by the Manager, and/or the Branch Manager (or their representatives). Accuracy of transactions/documentation / data entry. Regular spot checks. Transaction accuracy and timeliness. Filing/updating records/processing accuracy and timeliness.
Administration duties	
<ul style="list-style-type: none"> <u>Greeting</u> – to ensure that all visitors are warmly greeted to the company site. <u>Listening to customers, and then providing assistance and/or directing them.</u> Ensures office team answers any questions, positively assists with auction bidding registration, directs visitors to the show room/areas, or to the waiting areas, or promptly identifies and locates appropriate staff members or services and directing visitors accordingly, etc. <u>Answering calls</u> – ensures the Branch office provide a professional, informative and courteous response to all telephone calls, and redirecting the call to the right persons, put them on hold or passing on message as appropriate, etc. <u>Making appointments</u> – ensures this is efficiently and effectively undertaken via calls or in person or clear messages, and making appointments for/with the customers as required. <u>Part of the security and safety systems</u> – acting as part of the company's security system, including for example, politely/ respectfully warning customers who may be accompanied by small children the risks with the constant movement of vehicles on the auction floor/areas. <u>Updating and organising records</u> – a key aspect - maintaining careful organisation and good systems for holding and processing all paperwork, including taking notes, records, messages and other information for the Operations or Branch Manager and their teams – including completing and providing the Support Office with all auction data 	<ul style="list-style-type: none"> Customer and Turners staff feedback. Achieve required contribution and meet standards as determined by the Manager, and/or the Branch Manager (or their representatives). Accuracy and timeliness. Accuracy of documentation / data entry. Regular spot checks. Filing accuracy and timeliness. Organisation of work area.

Accountabilities	Performance Measures
<p>within the set time frame. This also includes ensuring all data is fully and accurately entered into the company's computer systems, and providing any computer-based information required by other staff members.</p> <ul style="list-style-type: none"> • Processing release documents for vehicles in accordance with Branch requirements; • Coordinating and communicating with Branches on pending auctions etc; • <u>Assisting with sale processes</u> (including set up and close-up processes; producing 'phone bid' lists, 'Absentee Bidders' register, selling sheets, registration of bidders; processing auction and other negotiation sales; RUC purchasing; 'rebooks'; etc); • Assisting with viewing as required; • Helping to keep reception and office areas tidy and well organised. • Directly assist in the smooth and effective running of the office functions as required. • Completing and providing all weekly and monthly reports within the set time frame as required. 	
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 & 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 	

Qualifications and Experience

Essential

- Computer literacy
- Basic Microsoft Office in Outlook, PowerPoint, Word and Excel

Specific Requirements

- Legal right to work in NZ as defined by Immigration NZ

- Full Driver License
- Possess sound/proven Administration/Cashier (Cash handling) skills.
- Proven high standards in general Office Administration, and/or some experience in being part of a small team of Office staff that involves 'high tempo' office support – including efficiently and effectively providing Customer service with their financial transactions, updating systems, highly effective customer relations, very efficient office organisation, managing unit finances (e.g.) cash handling practices, banking and receipting.
- Possess outstanding proven 'customer service & focus' to both external and internal customers.
- Proven ability to warmly interact, provide a high standard of service and maintain good relationships with all customers, and maintain and continually improve service standards.
- Proven ability to give attention to detail.
- Established effective self-management skills.
- Positive and informative verbal communication skills, and basic computer skills.
- Established high levels of integrity and reliability.
- Able to demonstrate enthusiastic, collaborative and professional attitude in all interactions with colleagues and other Turners staff.
- Strong customer focus and self-motivation. Show initiative and commitment to the Company.
- Hold ideally a Workplace First Aid Certificate.

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.
- **Building Competitive Advantage** – drives performance by building a high performance culture. Focuses the organisation on key drivers that impact success. Builds a culture sensitive to the impact actions have on Turners profitability margin.
- **Commitment to Excel** – Challenges self and others to exceed standards and achieve extraordinary results. Is not easily deterred when obstacles or delays are encountered.
- **Customer and Personal Service** – has key knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **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.
- **Organising and Planning** – organises and plans work in advance, deciding on the most efficient or convenient manner in which to do any assigned tasks or projects.
- **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.

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

Signed: _____

Name: _____

Date: _____

Manager

Signed: _____

Name: _____

Date: _____