

## POSITION DESCRIPTION: Office Manager

<b>Approval Date</b>	July 2021		
<b>Business Unit</b>	Cars	<b>Location</b>	Rotorua
<b>Reporting to</b>	Branch Manager	<b>Direct Report</b>	2 approx.

### Job Purpose

The Office Manager will operate as a critical and pivotal member of the Branch and wider company. Reporting to the Regional Manager, this position will be the centre of the Support/Administration functionality, where the team will look to the Office Manager for guidance, support, direction, trouble shooting and problem solving, streamlining systems and procedures, and 'roll up the sleeves' assistance.

This will include:

- Coordinating, managing, and overseeing all Branch administrative and support functions – keeping the Regional/Sales Manager regularly informed.
- Developing and implementing initiatives which support the auction process and ensure the maximisation of sales.
- Providing input into Branch operations strategies and ensure the correct processes and staff are in place to support these strategies.
- Effectively overseeing the management of costs throughout the Branch, by developing cost reduction initiatives, maintaining regular communication with key staff with financial authorities, and other careful management of expenditure.

### Company Values

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

### Key Accountabilities

Accountabilities	Performance Measures
<b>Administration Management</b>	
<ul style="list-style-type: none"> <li>• Assist in the development and implementation of sales and customer service strategies through personal initiatives and teamwork.</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve contribution levels and meet standards as determined by the Sales/Regional Manager.</li> <li>• Internal and external customer feedback</li> <li>• Auction processing completed on time with accuracy and quality.</li> </ul>

Accountabilities	Performance Measures
<ul style="list-style-type: none"> <li>Recruit full-time and part-time administration staff in conjunction with the Sales/Regional Manager as required.</li> <li>Mentor and coach administration staff.</li> <li>Ensure that all administration staff are appraised regularly, participate in career development training and receive regular performance feedback.</li> <li>Provide feedback on and action as required, any housekeeping issues (e.g. maintaining office areas).</li> <li>Assist in the sale and promoting of supporting auction services to customers including the timely production of catalogues for auctions.</li> <li>Close all auctions on time ensuring correct commissions and charges are recorded and outwork us correctly charged.</li> <li>Ensure de-registrations and change of ownerships re completed in an accurate and timely manner.</li> <li>Co-operate with other staff / departments and promote strong team spirit.</li> <li>Manage the effective handling of customer telephone enquiries.</li> <li>Ensure all commitments to customers are resolved within the specified time frame.</li> <li>Deal with and resolve any customer complaints/ problems as required.</li> <li>Ensure all data is fully and accurately entered into the computer system.</li> <li>Provide any computer-based information required by other staff members.</li> <li>Complete and provide Support Office with all auction data within the set time frame including end of month roll over.</li> <li>Complete and provide to Support Office all weekly and monthly reports within the set time frame.</li> <li>Respond to and fulfil request by Support Office for information.</li> <li>Complete any tasks delegated by the Sales/Regional Manager as required from time to time.</li> <li>Support “best practices” and their adoption throughout the Branch.</li> <li>Handle accounting and NZTA enquiries from customers and staff.</li> </ul>	<ul style="list-style-type: none"> <li>Data quality</li> <li>Staff feedback</li> <li>Support Office feedback</li> <li>Sales/Regional Manager feedback</li> <li>Staff numbers versus budgeted staff numbers</li> <li>Quality of staff employed</li> <li>Performance appraisals completed on time and of quality</li> <li>Creditors paid to company policy</li> <li>Reports / data complete and on time</li> <li>No accidents to person</li> <li>No accidents involving subordinate staff</li> </ul>
<b>Financial</b>	
<ul style="list-style-type: none"> <li>Managing the processing of auction sales and processing of post-auction administration requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Effectively manage costs throughout the branch, by developing cost reduction initiatives.</li> </ul>

Accountabilities	Performance Measures
<ul style="list-style-type: none"> <li>• Manage branch debtors as per company policy.</li> <li>• Managing the approval and payment of local branch creditors, as per company policy.</li> <li>• Managing and approving part-time and casual employee's wages for payment.</li> <li>• Supporting "best practices" and their adoption throughout the Branch.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure revenue, profit and customer targets are achieved.</li> <li>• Operate within the Branch financial budget.</li> <li>• Achieve required contributions, standards and timeframes as determined by the Sales/Regional Manager.</li> </ul>
<b>Customer Service</b>	
<ul style="list-style-type: none"> <li>• Maintain and develop a service orientated culture, ensuring that customers receive the best possible service at all times.</li> <li>• Manage key customer relationships for supporting buyers and vendors in the Region.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff feedback</li> <li>• Support Office feedback</li> <li>• Sales/Regional Manager feedback</li> </ul>
<b>Personal development</b>	
<ul style="list-style-type: none"> <li>• Attends relevant and value adding professional courses and programs in consultation with the manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve required growth and maintenance of contemporary knowledge, as determined in discussion with, and by the manager.</li> </ul>
<b>Leadership</b>	
<ul style="list-style-type: none"> <li>• Actively support, coach and mentor direct reports ensuring they are successful and objectives and targets are achieved.</li> <li>• Work alongside Managers to establish realistic sales objectives per month, quarter and year.</li> <li>• Monitor performance and compare with monthly objectives.</li> <li>• Coaching, counselling, advice, support, motivation and information to be provided to sales force as and when required.</li> <li>• Actively participate in the recruitment and selection to ensure the right people join our team.</li> <li>• Ensure appropriate sales and sales effectiveness training is implemented for all new and existing employees.</li> <li>• Promote the Group's vision with team members to ensure that both corporate and business unit objectives are achieved.</li> <li>• Achieve required contributions, standards and timeframes as determined by the Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Sales targets and plans per finance and insurance consultant.</li> <li>• Individual measurement and monitoring tools.</li> <li>• Staff retention.</li> <li>• Lead and manage the team, to ensure revenue, profit and customer growth targets are achieved within an agreed timeframe.</li> </ul>
<b>Health &amp; Safety</b>	
<ul style="list-style-type: none"> <li>• Ensures own safety and the safety of others around Turners businesses.</li> <li>• Prompts and openly discusses H&amp;S at team meetings.</li> <li>• Follows all Turners and 'best practice' safe work procedures, practices and instructions.</li> </ul>	<ul style="list-style-type: none"> <li>• Actively leads the team to achieve H&amp;S Objectives.</li> <li>• Meet standards as determined by the Manager, and/or the Turners H&amp;S Officer.</li> </ul>

Accountabilities	Performance Measures
<ul style="list-style-type: none"> <li>Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness.</li> <li>Ensures their work area is free of potential hazards.</li> </ul>	
<b>General</b>	
<ul style="list-style-type: none"> <li>Any other duties as and when required to ensure continuity of business.</li> </ul>	

## Qualifications and Experience

### Essential

- NCEA Level 3 English and Maths or equivalent
- 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
- Minimum of 3 – 5 years office management in ideally a high tempo sales environment

## 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.
- Office Administration** – ability to lead an effective administration team in supporting other company staff in the development of new business while maintaining relationships with existing businesses.
- 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.
- Building and Leading Teams** – knows the talent needs of the team and attracts the people who can meet those needs. Encourages collaboration among team members and between teams. Inspires team spirit and the commitment to achieve high standards of performance.

- **Developing People** – Facilitates the development of others through personal involvement in coaching, mentoring and sponsorship. Creates an environment that fosters learning, growth and development to improve Turners capability to achieve the strategic vision.
- **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.
- **General Business** – understands basic business principles in conducting one's duties (e.g. profit and loss, cost benefit, ROI, depreciation and profitability) 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 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.
- **Maximising Individual Performance** – gives clear directions and ensures others know what is expected of them. Monitors and reviews performance providing support and guidance to ensure success. Enforces quality standards and agreed upon commitments, addressing performance problems in a timely, tactful but direct manner.

## 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: \_\_\_\_\_