

ROYAL FOREST AND BIRD PROTECTION SOCIETY OF NEW ZEALAND INC.

JOB DESCRIPTION

JOB TITLE

Administrator/Receptionist

PURPOSE

The Administrator/Receptionist is responsible for providing timely, high-quality administration support to the wider Forest & Bird team. This is a role that requires a positive, can-do attitude and a high degree of initiative and productivity to ensure the smooth running of the office.

SPECIFIC DUTIES & RESPONSIBILITIES

General Office Administration

- This role is office based. The hours of work are Monday to Friday, 9.00am - 5.00pm.
- Ensuring that excellent service levels are delivered to the Wellington Office, providing friendly, efficient, and inclusive service to all customers, visitors & staff.
- Answering the telephone, screening, and directing calls, taking, and relaying messages.
- Monitoring the F&B office email inbox as well as your own personal F&B email inbox.
- Answering basic queries and forwarding any enquiries requesting specific information to the responsible team or person; noting any that require urgent attention.
- Ensuring that communal office spaces (e.g. meeting rooms, the reception area, the staff room, and kitchen area) are always clean and tidy.
- Purchasing office consumables, kitchen supplies, stationery, and other items on an “as required” basis, gaining approval for any items over your delegated approval limit.
- Manage incoming/outgoing mail and arranging & overseeing courier bookings & deliveries.
- Office filing and archiving as required.
- Responding to requests for administrative assistance from staff members.
- Providing ad hoc project support to other areas of the business as and when required.
- Providing ad hoc assistance to the EA & Board Administrator to support the Leadership Team and Board function as required (NB: This may include providing leave cover).
- Arranging staff, board, external & general events when requested –e.g. morning teas for new staff, farewells, quarterly morning teas for volunteers, meetings. Following the HR approval process and any relevant policies related to organizing these events.
- Booking & managing any Staff travel booking requests in accordance with relevant policies and processes.
- Being pro-active in identifying any system or process improvement recommendations where relevant.

Property and Buildings

- Respond to property maintenance issues for all Forest & Bird offices.
- Ensuring the Wellington storeroom is always kept organized and tidy.
- Overseeing carpark bookings for the Wellington Office and working to help resolve any complaints or issues that may arise from this.
- Maintain the fob swipe security and access register for the Wellington Office.
- Coordinate the ‘Winter Caretaker’ program for Ruapehu Lodge.
- Coordinate maintenance and cleaning supplies for Ruapehu Lodge including quarterly visits to the Lodge to replenish cleaning supplies and ensure the Lodge is clean and tidy.
- Act as ‘Lodge Administrator’ for Ruapehu Lodge.
- Monitor the booking system and help guests to make bookings at Ruapehu Lodge.
- Liaise with Property Managers for all Forest & Bird office accommodation, and any other building service-based contractors.

Health & safety

- Taking reasonable care for personal safety and wellbeing in all Forest & Bird workplaces
- Acting in accordance with all reasonable Health and Safety instructions, policies, and signage making sure that acts or omissions do not adversely affect the safety and wellbeing of yourself or others.
- Reporting all occupational injury, illness, near miss incidents, accidents, environmental spills or fire (regardless of its severity) to your manager, and log in line with the relevant H&S processes and systems.
- Immediately reporting all hazards which may result in an injury, illness, spill, or fire, to your manager.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritize workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

3-5 years proven success in an Office Administrator or public-facing administration role.

Confidence and familiarity in using the Microsoft Office suite including Word, Excel, Outlook, SharePoint, OneDrive and Microsoft Teams.

A full New Zealand driver's license is essential.

Strong service focus and ability to quickly establish rapport with others.

Good written and verbal communication skills, with the ability to communicate effectively.

The ability to deal with a wide variety of people with a positive, can-do attitude.

Self-motivated, organized, confident with a desire to learn new skills.

This position requires some familiarity with Te Ao Māori including, Te Reo Māori and tikanga. Training & support will be provided to further these skills if necessary.