



Position Description

Title:	Receptionist/Administrator
Division:	Administrative Services
Reports to:	Gay Stringer
Location:	Gore
Approved by:	Director - Yrless Limited
Date:	June 2021

Purpose of the position

To provide reception and administrative services for Yrless Plus and Grassroots IT to ensure that our customers receive great service, and Yrless Plus technical team are well supported in carrying out their day-to-day work.

Principal responsibilities/key result areas

- Provide effective administrative support across a range of office functions.
- Work as a collaborative and adaptable team member of a growing business.
- Provide reception duties for to co-located business Grassroots IT.

Specific Tasks

Administration support

- responding effectively to customer enquiries received in person, or by phone, email or letter;
- following through on queries received, including collating information from other staff, and providing appropriate responses to customers in a timely manner;
- accurate and timely data entry processing into CRM software, and undertaking any related filing, scanning and photocopying;
- preparing outgoing correspondence in accordance with corporate standards;
- providing support for accounts, invoicing and banking on an as required basis;
- ordering equipment as requested and maintaining stock levels.
- arranging bookings for staff training as required;

- maintain health and safety forms and records;
- keeping up-to-date on changes as they occur, and working with the team to adjust the processes and systems accordingly.

Reception

- providing front desk reception services to greet customers, including receipt of incoming computers for repair, pickups and payments.
- receiving and sending courier parcels and mail as required.

Other duties

- Relief support for the Financial administrator, as required
- From time to time the incumbent may be asked to assist with other tasks, particularly during times of leave or illness.
- Maintain a strict sense of professional ethics, maintain confidentiality and privacy, and abide by the Code of Conduct.

This position description is not intended to be an exhaustive list of tasks, but to act as guide as to the main duties and responsibilities of the position. Its content will be subject to regular review in conjunction with the job holder.

Key relationships and stakeholders

Internal	Nature of the relationship
Director Yrless Director Grassroots IT	To obtain guidance on work plans and priorities, and to report progress and identify issues where relevant.
Yrless Technical and Administrative Staff	To collaborate on Yrless day-to-day work. To share information, seek and provide assistance, and discuss implementation and technical issues, in order to work effectively.

External	Nature of the relationship
Yrless Customers Grassroots Customers	To provide advice and respond to queries from these groups.
Yrless and Grassroots IT suppliers	To inform, share information, liaise on specific matters, and represent the interests of Yrless or Grassroots IT.

Māori organisations and tangata whenua	To actively engage with these groups to support building a collaborative relationship.
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PRE-EMPLOYMENT CHECKS

To fulfil the requirement of this position the following may need to be completed:	Criminal conviction check Pre-employment drug testing
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The incumbent must hold a full, clean Drivers Licence.

Personal qualities, skills and experience

<p>Personal qualities</p>	<p>A cheerful person, who:</p> <ul style="list-style-type: none"> • is happy to turn their hand to any task. • is a confident, adaptable self-starter with a willingness to learn, and uses their initiative. • is able to express their ideas clearly. • has a high level of personal and professional integrity. • values being part of a team, and keen to make a positive contribution. • can work with minimum supervision, manage workflows and prioritise tasks, but is also comfortable to ask for help when needed. • maintains an active interest in the provision of internet services within a growth business. • is flexible and adaptable and able to work under pressure and to deadlines.
<p>Experience and knowledge</p>	<ul style="list-style-type: none"> • A self-starter with good initiative who can build trusted relationships quickly. • Demonstrated administrative experience within a busy office environment. • Proven ability to manage competing priorities and deliver to tight deadlines. • Confident technology user, with a good understanding of Excel and Word. • Excellent written and telephone skills. • Demonstrated aptitude for working in fast-paced technically complex and innovative environments. • Experience with customer relationship management (CRM) software is desirable.
<p>Skills</p>	<p>Specific skills</p> <ul style="list-style-type: none"> • A high level of attention to detail, balanced with a positive attitude. • Ability to communicate clearly with all types of people. • Ability to maintain and manage workflows. • Be willing to learn existing systems and new processes. • Have the ability and willingness to take ownership of delegated responsibilities. • Can consistently follow through and see processes and queries through to conclusion. • Ability to think through issues and offer solutions. • Be flexible and assist with other duties during busy periods. • Aptitude to learn legislation and regulatory requirements, and ability to keep abreast of changes. <p>Desirable skills</p> <ul style="list-style-type: none"> • Local knowledge of the Southland and Otago

	<p>regions and their communities.</p> <ul style="list-style-type: none">• Good understanding of Health and Safety in the workplace.• Familiarity with Government requirements relating to Internet Services, Fibre Installation and related technology.• Experience in developing and/or implementing new or improved processes.
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Competencies

CORE COMPETENCIES	
Competency	Skilled
3 Approachability	Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
11 Composure	Is cool under pressure, does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during the tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
15 Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
62 Time Management	Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
67 Written Communications	Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.

INDIVIDUAL CONTRIBUTOR COMPETENCIES	
Competency	Skilled
29 Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
31 Interpersonal Savvy	Relates well to all kinds of people - up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.

33 Listening	Practices attentive and active listening; has patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
55 Self-Knowledge	Knows personal strengths, weaknesses, opportunities, and limits; seeks feedback; gains insights from mistakes; is open to criticism; isn't defensive; is receptive to talking about shortcomings; looks forward to balances (+s and -s) performance reviews and career discussions.