



RECEPTIONIST / SECRETARY

Job Description

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Date: July 2010

Job Description

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| Position Title: Receptionist / Secretary | | |
| Reports to: Human Resources Manager | | Department: Human Resources |
| Staff directly responsible for: Nil | | |
| Functional Working Relationships: VTF staff and management Contractors, Agencies, Customer Representatives | | |
| Total number of staff reporting to job: Nil | | |
| Primary objective of the position: To provide front-line Reception and administrative support | | |
| Duties: Attaining the primary objective of this position will involve a number of key tasks/ duties which are carried out from time to time. Duties may vary and this list is not comprehensive or exclusive. | | |
| 1. | <p>Key Task</p> <p>Key Performance Indicator</p> | <p>Provide front-line Reception and customer service for the company</p> <p><i>All customers, suppliers, sub-contractors and visitors are courteously greeted, safety inducted, security cleared and directed as required</i></p> <p><i>To achieve this objective the following will be required:</i></p> <ul style="list-style-type: none"> • provide first point of contact, direction and general assistance to customers, suppliers, sub-contractors and other visitors to the company • ensure all personnel have a safety induction and security cleared to the appropriate level as may be required before proceeding on site. • all personnel are treated with respect and courtesy • all queries and correspondence are responded to in a timely manner. |
| 2. | <p>Key Task</p> <p>Key Performance Indicator</p> | <p>Provide administrative support to Business Development Manager, Commercial</p> <p><i>Administrative requirements are carried out efficiently with effective support to the Business Development Manager, Commercial</i></p> <p><i>To achieve this objective the following will be required:</i></p> <ul style="list-style-type: none"> • management of clients and database records • process tender applications and follow up documentation. • assist with the compilation of presentations, marketing releases, photographic services, and coordination of direct marketing research and records • coordinate meetings and maintain minutes |
| 4. | <p>Key Task</p> <p>Key Performance Indicator</p> | <p>Provide general administrative support to senior managers and staff</p> <p><i>All administrative requirements are carried out efficiently with effective support to senior managers and staff</i></p> <p><i>To achieve this objective the following will be required:</i></p> <ul style="list-style-type: none"> • carry out general administration tasks for senior managers and staff • manage general office administration, such as organising and overseeing any servicing or additional office set-up, including equipment, furniture, stationery, cleaning and communications. • compile correspondence • review administrative processes and provide for continuous improvement. |

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| 4. | <p>Key Task</p> <p>Key Performance Indicator</p> | <p>Administer staff and sub-contractor car parking arrangements</p> <p><i>Staff car parking is administered effectively</i></p> <p><i>To achieve this objective the following will be required:</i></p> <ul style="list-style-type: none"> • maintain database of staff car park arrangements; • allocate staff and sub-contractor parking and monitor for compliance. |
| 5. | <p>Key Task</p> <p>Key Performance Indicator</p> | <p>Promote Occupational Health, Safety and Environmental Awareness</p> <p><i>Be aware of, understand, and effectively carry out all delegated occupational health, safety and environmental responsibilities associated with the position</i> (Refer to responsibility summary detailed in the company's Safety Health & Environmental manual ref C/89/0800)</p> <p><i>The aim of the organisation is to achieve the following;</i></p> <ul style="list-style-type: none"> • <i>There will be no Lost Time Injuries</i> • <i>There will be no Environmental Discharges</i> • <i>All accidents will be reported and accurately recorded</i> • <i>All plant and equipment will be maintained to ensure that it is safe and functional for use.</i> <p><i>To achieve these objectives the following will be required:</i></p> <ul style="list-style-type: none"> • no action or inaction by the employee shall result in harm to themselves or any other person. • the employee must ensure all contractors or visitors brought on site are security cleared and have received safety induction as required. • hazard identification procedures are carried out prior to commencing work • all accidents (including "near misses") will be reported and accurately recorded • all OHSE matters shall be dealt with in a timely manner • any complaints or reports of Occupational Overuse Syndrome (OOS) shall be promptly reported to enable these to be investigated and immediate action taken to alleviate / mitigate. |
| 6. | <p>Key Task</p> <p>Expected Results</p> | <p>Be aware of, understand, and effectively carry out all delegated VTF and Defence security responsibilities as per the VTF Security Instructions Manual C/94/1123.</p> <p><i>To achieve this objective the following will be required:</i></p> <ul style="list-style-type: none"> • Report all incidents, actions or inactions that have or may have security implications for VTF or the NZ Defence Force |

Person Specification

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| Education and skills required: | |
| Education: Essential: Desirable: | NCEA, Level 2 or equivalent |
| Special skills: Essential: Desirable: | Self motivated and capable of working with minimum supervision. Customer Service skills and ability to relate well to others Computer Literate (MS Word and Excel) Accuracy and attention to detail Excellent written and oral communication skills BAAN, Adobe, MS Access |
| Experience required: What type: For how long: | Reception and general office administration experience 3+ years |
| Prepared by: Date: | Approved by: Date: |