



Position Description OFFICE MANAGER

| | |
|-----------------------------|--|
| PURPOSE | <p>Implement and maintain sustainable systems, procedures and practices to ensure smooth day to day running of the Classic Base office sites. Ensure every arrival is greeted warmly and professionally at reception and all calls are answered and directed appropriately. Maintain a high level of professionalism and presence for staff and customers and be the go-to person for any office enquiry.</p> <p>Ensure smooth running of the premise operations through effective facilities management, office management and general administration duties.</p> |
| DIVISION | Classic Group |
| LOCATION | 160 Seventeenth Ave, Tauranga South |
| REPORTS TO | General Manager CBNZ |
| KEY RESPONSIBILITIES | <p>Office Management</p> <ul style="list-style-type: none"> • Implement practical systems and procedures for everyday running of the office environment and optimising business capacity. • Manage company resources as required, including pool car and other equipment. • Manage costs with office suppliers, ensuring value for money and invoices are in line with quotes. • Manage relationships with suppliers, service providers and other key stakeholders - supplier agreements, selected suppliers and contractors for goods and services. Ensure delivery in line with service expectations. • Plan and manage bookings for general repairs, maintenance, cleaning and ordering office supplies and furniture. • Manage relationships with couriers and other freighting providers to suit freighting requirements. <p>Facilities Management</p> <ul style="list-style-type: none"> • Regularly check the premises for stock levels and general tidiness. • Manage the kitchen and common areas, ensuring dishes are done and areas are tidy. • Manage the maintenance of company property and appearances including repairs and maintenance requests. • Project manage office moves, working closely with the GM, IT and other providers. • Manage the ordering of new office furniture and coordinate delivery and installation. • Oversee room bookings and prepare boardrooms for meetings. <p>Administrative duties</p> <ul style="list-style-type: none"> • Book and manage individual travel arrangements for the team. • Provide event coordination support to the P.A. to the Directors and the Marketing team. • Filing, photocopying and binding as required. • Maintain computer files, directories, databases as required. • Prepare correspondence as requested. • Provide administrative support to the P.A to the Directors. |

- Greet all visitors at Reception and direct or answer enquiries accordingly. Contact staff member when visitors arrive.
- Answer all incoming calls through main phone line, directing or answering enquiries as appropriate.
- Provide team administration and project support to departments throughout BASE and CBNZ.

Health and Safety

- Allocated personal protection equipment must be worn at appropriate times.
- Work safely and lead by example through appropriate safety attitudes and behaviours.
- Understand and abide by the Classic Group Health and Safety policies.

Other

- Adhere to Company policies and procedures at all times.
- Maintain and respect personal, Company and client equipment, property and plant.
- Any other reasonable duties as required or instructed by Management staff.

COMPETENCIES

Technical Competencies and Qualifications

- At least 3 years' administration experience with minimum 2 years' experience in an office management position
- Facilities management experience
- Intermediate to advanced MS Office suite competency

Behavioural Competencies

Planning and organising

- Sets clearly defined objectives
- Plans activities and projects well in advance and takes account of possible changing circumstances
- Manages time effectively
- Identifies and organises resources needed to accomplish tasks
- Monitors performance against deadlines and milestones

Delivering results and meeting customer expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals

Following instructions and procedures

- Appropriately follows instructions from others without unnecessarily challenging authority
- Follows procedures and policies
- Keeps to schedules
- Arrives punctually for work and meetings
- Demonstrates commitment to organisation
- Complies with legal obligations and safety requirements of the role

Coping with pressure and setbacks

- Works productively in a high pressure environment
- Keeps emotions under control during difficult situations
- Balances the demands of work life and personal life

- Maintains a positive outlook at work
- Handles criticism well and learns from it

Relating and networking

- Establishes good relationships with customers and staff
- Builds wide and effective networks of contacts inside and outside the organisation
- Relates well to people at all levels
- Manages conflict
- Uses humour appropriately to embrace relationships with others

Working with people

- Demonstrates an interest in and understanding of others
- Adapts to the team and builds team spirit
- Recognises and rewards the contribution of others
- Listens, consults others and communicates proactively
- Supports and cares for others
- Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

**KEY
PERFORMANCE
INDICATORS**

To be developed

Classic CODE

Our CODE is a set of behaviours and attitudes that have been created to empower and guide our people to achieve the success that we've envisioned for the Classic group of companies. It shapes our culture, our work environment and our levels of engagement across Classic. Our CODE provides everyone working within Classic with a clear understanding of the behaviours and mindset required to thrive as an individual, a team and a company.

the CLASSIC CODE



We Care

Go: ABOVE and BEYOND
FOR OUR customers

Work: in partnership with our clients

Provide: SOLUTIONS
that deliver RESULTS

WE WORK AS ONE TEAM

Have: HONEST + REAL conversations

Keep: everything **ABOVE**
THE LINE

Support: our work whanau

We are daring

Seek: OPPORTUNITIES *to improve*

Be: DIFFERENT & BOLD
with our actions and thoughts

Work: SMARTER with TECHNOLOGY

WE DELIVER EXCELLENCE

Contribute: TO A positive AND fun WORKPLACE

Bring: our **A-GAME** to work

Share: a COMMITMENT
to deliver quality