

<b>POSITION TITLE:</b>	Administration Assistant
<b>INCUMBENT:</b>	New position
<b>REPORTS DIRECTLY TO:</b>	Managing Director
<b>OVERALL RESPONSIBILITY:</b>	To provide administration, finance and secretarial support to the Managing Director on a daily basis and take responsibility for the administration of the office ensuring the company meets its objectives.

**Company Intent:**

- To Amaze

**Core Values:**

- Excellence  
*Continually improving what we do*
- Integrity  
*Doing the right thing when you know you can do the wrong thing and get away with it*
- Respect  
*Treat others as you would like to be treated*

**Functional Responsibility:**

- Administration and secretarial
- Accounting and Finance
- Premises management

**Key Working Relationships:**

Staff Member	Purpose
Managing Director	Liaison on a daily basis to providing administration and secretarial support
Accountant	Liaison and support on a regular basis to assist with company accounting and finance
Studio Manager	Liaison on a regular basis to provide administration support with company production

**BUSINESS MANAGEMENT**

Function	Tasks	Key Performance Indicators	Rating
<b>PA Duties</b>	Organise MD travel and accommodation	Handle all bookings and travel arrangements for MD including liaising with various suppliers	
	Screen MD telephone calls and mail	Screen calls and mail, handling any queries to ensure only appropriate calls/mail get through.	
	Manage and maintain MD records	On a daily basis assist MD to maintain various records and deal with paper work.	
	Assist MD with HR	Provide support with Human Resources as directed by MD including maintaining personnel files	
	General duties to assist MD	Provide secretarial and administration support on a daily basis as directed by MD	

**BUSINESS SUPPORT**

Function	Tasks	Key Performance Indicators	Rating
<b>Administration and Secretarial</b>	Maintain client records	Ensure all customer records are kept up to date on the JMS, CRM and MYOB	
	New client set up on MYOB	Enter new client details into MYOB	
	Coordinate reception duties	Handle all duties relating to reception as they arise. Meet and greet clients and suppliers	
	Develop and implement office systems	Manage current office systems and assist in developing new systems	
	Keep filing up to date	Ensure all filing is kept up to date	
	Collect, sort and send mail	Handle all mail and ensure the correct items are dispatched to the relevant person	
	Answer telephone calls	Answer the phone within 3 rings, take accurate messages and deal with general enquiries	
	Send and receive Couriers	Order and receive couriers as required	
	Prepare tea/coffee for visitors and MD as required	Ensure clients who call at office are looked after and provided refreshments	
	Control stationary & supplies	Order, receive and maintain stationary as well as office supplies such as tea, coffee and milk.	
	Conduct banking as required	Conduct banking as directed by CFO	
Handle Customer enquiries	Handle enquiries either in person, phone or email. Delegate enquiry to the correct person		
<b>Accounting and Finance</b>	Manage Petty Cash	Maintain petty cash including relevant reports/accounting	
	Prepare and send invoices	Enter invoices into MYOB and send out to clients	
	Check and reconcile supplier invoices	Check supplier invoices, obtain sign off, enter into MYOB and reconcile each month	
	Data entry into MYOB	Enter data into MYOB and the internal system (JMS)	
	Payroll	Enter payroll information and check reports, liaise with Payroll company	

**BUSINESS SUPPORT (continued)**

<b>Premise Management</b>	Coordinate and monitor office cleaning	Liaise with cleaners and keep kitchen and associated areas clean.	
	Liaise with Landlord	Coordinate and liaise with landlord on all matters pertaining to premises.	
	Maintain furniture and fittings	Purchase, and maintain office fixtures, furniture & equipment including repairs	
	Develop and implement emergency procedures	Develop and implement fire and emergency procedures including maintenance of equipment	
	Monitor and maintain premises including signs, gardens and plants	Includes monitoring and coordinating general repairs and maintenance, liaising with relevant parties.	
	Maintain telephone system	Monitor and maintain telephone systems including repairs and new installations.	
	Monitor power supply and electrical systems including air conditioning	Coordinate any repairs and or new installations. Liaise with relevant parties	

**BUSINESS OPERATIONS**

Function	Tasks	Key Performance Indicators	Rating
<b>Client Services</b>	Organise and coordinate functions and events	Plan and organise functions and events as required	
	Coordinate client activities	Plan, coordinate and organise all client activities including meetings and training.	
	Maintain client information in JMS	Ensure client details and contact logs are kept up to date in the JMS	

**Key Measurement of Success:**

- Administration workload of MD is reduced, enabling to focus on management
- Accounting and finance is kept up to date
- Increase in turnover
- Office runs efficiently
- Quality standards are maintained in communication and appearance of office
- Effective and efficient work flow systems are maintained

**Authority Levels**

- Management of administration and secretarial services
- Management of Premises
- Management of Client Services

**Personal Qualities and Competencies**

<b>Skills</b>	<ul style="list-style-type: none"> <li>• Be highly organised</li> <li>• Understanding of software packages such as MYOB, word processing, spreadsheet and email</li> <li>• Excellent telephone skills</li> <li>• Proven administration skills and the ability to make decisions</li> <li>• High level interpersonal skills</li> <li>• Good written and verbal communication skills</li> <li>• Willingness to continually learn and develop expertise</li> <li>• Excellent customer relationship skills</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Maturity &amp; responsibility</li> <li>• Trust worthy</li> <li>• Professional</li> <li>• Self motivation</li> <li>• Enthusiastic, keen to learn</li> <li>• Excellent Interpersonal skills</li> <li>• A desire to grow</li> </ul>