**JOB DESCRIPTION**

# OFFICE ADMINISTRATOR

Reports to: General Manager

Direct liaison with: Sprinkler & Alarms Managers, Compliance Administrator.

Functional relationships: Argus team members, clients, Fire Service, monitoring companies, subcontractors and suppliers

 Argus support services (Finance, IT and Design)

Location: Auckland

**POSITION SUMMMARY AND OBJECTIVES**

Reporting to the General Manager, the Office Administrator is responsible for providing administrative support to the regional team. This includes activities related to procurement, costing, invoicing, sales, contractor and supplier management, project management and health and safety.

The role requires the day-to-day prioritisation and allocation of work and requires attention to detail and an emphasis on customer service.

All work will be conducted in compliance with statutory requirements and best industry practices and will follow Argus’ ISO 9001 quality procedures.

**RESPONSIBILITIES AND EXPECTATIONS**

Outlined below is a summary of responsibilities and expectations which are a requirement of this role. This outline should not be read as a limit of responsibilities or as an exhaustive list; instead it is intended to record minimum requirements and the general theme of the role.

CUSTOMERS

* Communicate proactively with clients to keep them updated on work in progress or quoted jobs.
* Answer Phones – internal and external queries.
* Ensure all visitors are met in a professional manner and diverted to the appropriate person.
* Emails – responding to and forwarding to correct internal staff promptly.
* Manage inwards and outwards mail.
* Interact positively with team members, suppliers, contractors and clients.

COMMUNICATION

* Consistently convey a positive and enthusiastic attitude in the workplace.
* Facilitate prompt service by obtaining accurate information from clients and directing requests to the appropriate staff and/or contractor.
* Deal with team members, suppliers and project customers by telephone, email, and face-to-face.

FINANCIAL

* Organise and prioritise the generation of project progress claims and invoices.
* Assist with estimating and costing processes.
* Participate in month end activities regarding close off and reconciliation.
* Support Line/Project Managers to document and submit variation claims.
* Assist Line/Project Managers with cost of completes and invoicing for the month as required.

HEALTH & SAFETY

* Organise staff PPE orders.
* Prepare and manage health and safety documentation (JSA, “Take 5” ETC.) both in office and onsite.
* Log and escalate safety and wellness concerns as required.

PROCESSES

* Raise purchase orders for technicians on request and ensure accurate recording of equipment required and allocation to the correct job numbers.
* Support Line/Project Managers with preparation of Operation & Maintenance manuals for completion of contract documentation.
* Support Line/Project Managers with preparation of quality assurance documentation for contract jobs.
* Support Line/Project Managers to ensure warranties are identified and agreed with clients at engagement stage, and paperwork is completed, tracked and filed.
* Ensure accurate and relevant monthly reports are prepared for Branch Manager.
* Creating Service jobs for Managers/Customers.
* Setup of new customers, create job files, open job folders on shared drive.
* Processing daily timesheets/technicians job sheets.
* Organise Call-Out Rosters.
* Conduct Branch banking/mail.
* Maintain and manage stationery, printer and office supplies.
* Manage suppliers and contractors including account setup and logging of information, account reconciliation, pricing, payment and general contract management.
* Organise and prioritise the preparation of tender documents.
* Manage contract documentation for correct sign off.
* Maintain project filing systems, including project manuals and archives.
* Participate in ISO 9001 internal audit requirements as necessary.
* Arranging staff training courses to ensure technicians remain up to date.

**KEY OUTCOMES**

* Satisfied clients, colleagues, contractors, and suppliers.
* Efficient distribution of all correspondence.
* Accurate, relevant and timely word processing, reporting, accounting and updating of management records and reports.
* Supports the achievement of the Bay of Plenty branch’s agreed budgets and targets.
* Compliance with Argus ISO 9001 procedures.

**In addition the following less tangible factors will be taken into account:**

* Loyalty to the Argus Group.
* Commitment to ‘The Argus Way’.
* Personal development and currency of knowledge.
* Co-operation with line and functional managers within the branch and Argus support teams.
* The ability to identify and rectify problems.

**EXPERIENCE AND QUALIFICATIONS**

NZ residency with a minimum of 3 years New Zealand work experience.

Previous administration experience in the construction, building services or fire industries is preferable.

A knowledge and understanding of NZ Fire Standards, the Building Code and local building compliance regulations is desirable.

A knowledge and understanding of NZ Health and Safety Law.

Attention to detail and the ability to multitask.

**SKILLS, COMPETENCIES, AND ATTRIBUTES**

Fluent in English.

Excellent communication and presentation skills.

A positive attitude, ‘can do, will do’ approach.

A passion for delivering outstanding customer service.

Highly motivated and productive.

The ability to think independently, be solutions orientated and to deliver on promises.

The demonstrated ability to manage the details.

The demonstrated ability to interact confidently with others and to actively listen.

The demonstrated ability to work in a changing and dynamic team environment.

Strong process, time-management and organisational skills.

A high level of computer system literacy including using Microsoft products.

A high level of financial literacy.