

Job Description	Office Administrator/Executive Assistant
Title	Office Administrator/Executive Assistant
Reports to	Professional Services Manager
Location	Level 21, SAP Tower, 151 Queen Street, Auckland
Job purpose	<p>The part-time role provides support to the executive and senior leadership team, to support sales, marketing and the professional services practice. In addition, it provides administration service to other internal customers, and Stellar's external customers. It supports company operations by organising, co-ordinating and maintaining office systems and procedures in order to ensure effective and efficient running of the organisation.</p>
Key responsibilities / accountabilities	<p>Facilities Management</p> <ul style="list-style-type: none"> • Co-ordinate facilities management including the monitoring and maintenance of fixtures/fittings, office equipment, mobile phones, supplies and inventory • Liaise with building management and facilities contractors on any office or building issues (eg. air conditioning, window leaks, general issues etc) • Management of office cleaning and other office services (plants, art etc) • Managing postage and shipping • Manage and record office casual expenditure <p>Human Resources</p> <ul style="list-style-type: none"> • Maintain onsite HR records including contracts, staff performance evaluations, vacations, sick leave, & personal time • Monitor consultant timesheets for accuracy and completeness • Organise induction/exit of new staff members • Establish and maintain consultant training records and budget • Establish and maintain a consultant skills register • Assist with recruitment process as required in conjunction with management and professional services team • Maintain a safe and secure working environment • Manage internal staff relations and social occasions in consultation with the management team <p>Records Management</p> <ul style="list-style-type: none"> • Design and implement filing systems • Ensure filing systems and databases are maintained and current • Establish procedures for record keeping

- Monitor record keeping
- Ensure security and confidentiality of records and data
- Maintain databases including client databases and branding (logos, images etc)

Internal Processes

- Establish and maintain office policies, processes, procedures and standards
- Ensure adherence to these policies and procedures
- Prepare operational reports as required to ensure efficiency
- Monitor phone usage
- Organise and co-ordinate training courses and associated certification requirements for consultants
- Co-ordinate all travel arrangements in conjunction with travel management company
- Assist in the set-up of Meeting Rooms as required.

Accounts

- Monitor accounts receivable and accounts payable in conjunction with accountant
- Ensure on-billable costs such as travel and consultant expenses are captured
- Assist with invoicing and update of financial sheet
- Establish and maintain fixed asset register

Customer management

- Handle customer, supplier and general enquiries
- Interface with vendors and suppliers to ensure smooth workplace operations

Event management and special projects

- Schedule and manage special events and projects
- Liaise with suppliers and partners (such as graphic design and public relations teams) for conferences & forums, editorial content and special requirements as required.
- Organise promotional material and products (brochures, giveaways)
- Organise and manage expenditure for regular staff social functions

Personal Assistance

- Provide secretarial support to management team and staff as required
- Actively support and assist all co-workers with a quality administrative service

	<p>Marketing</p> <ul style="list-style-type: none"> • Perform duties as requested by senior management relating to marketing, including liaison with design agency, copywriter and internal sales personnel.
<p>Key Competencies:</p>	
<p>Customer Focus</p>	<ul style="list-style-type: none"> • Demonstrates a willingness to help customers (internal and external) and provides them with a service which meets, or preferably exceeds their needs; • Is dedicated to meeting the expectation and requirements of internal and external customers; gets first hand customer information and uses it for improvements; acts with customers in mind; establishes and maintains effective relationships with customers and gains trust and respect.
<p>Service Orientation</p>	<ul style="list-style-type: none"> • Actively looking for ways to help people; • Demonstrates a willingness to help customers (internal and external) and provide them with highest quality products and services which meets, or preferably exceeds, their needs; • Builds credibility with customers (both internal and external) through the successful delivery of solutions, professional technical advice, demonstrating a strong understanding of business needs and pro-actively applying these in combination.
<p>Dealing with Ambiguity</p>	<ul style="list-style-type: none"> • Can reprioritise promptly and comfortably • Can decide and act without having the total picture • Isn't upset when things are incomplete or critical factors are unknown • Can comfortably handle risk and uncertainty
<p>Learning on the Fly</p>	<ul style="list-style-type: none"> • Learns quickly when facing new problems • Open to change • Analyses both successes and failures for clues to improvement • Experiments and will try anything to find solutions • Enjoys the challenge of unfamiliar tasks • Quickly grasps the essence and the underlying structure of anything
<p>Integrity and Trust</p>	<ul style="list-style-type: none"> • Is widely trusted • Keeps confidences • Admits mistakes

<p>Problem Solving</p>	<ul style="list-style-type: none"> • Adheres to Stellar Consulting’s Policies and Business rules, ensuring any issues which may affect the delivery of products or services of the company are recorded and investigated • Deals with internal situations using appropriate tact and diplomacy as required • Uses rigorous logic and methods to solve difficult problems with effective solutions. • Probes all fruitful avenues for answers. • Looks beyond the obvious and doesn't stop at the first answers.
<p>Peer Relationships</p>	<ul style="list-style-type: none"> • Contributes to a learning environment leading to the most efficient and effective work processes. • Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair; can solve problems with peers with a minimum of noise; is a team player and is cooperative; encourages collaboration; candidness.
<p>General</p>	<ul style="list-style-type: none"> • Contribute to sales and business development activities as required, and generally promote the services of Stellar Consulting • Proactively seek new ideas and relationships so that Stellar Consulting can continue to grow. • Keep up to date with relevant Stellar Consulting standards, toolsets and production platforms. • Attend Team meetings. • Conformance with company policies, practices and procedures. • Update Stellar Consulting methods and tools, including templates, CVs. • Promote and model good health and safety practices.
<p>Work Experience</p>	<p>3+ years experience in customer facing role and office administration</p>
<p>Role Specific Skills, and Qualifications</p>	<p>Display proficiency in the following areas:</p> <ul style="list-style-type: none"> • office administration • human resource administration • maintaining a high level of accuracy in preparing and entering information <p>Demonstrate the following:</p> <ul style="list-style-type: none"> • a mature approach with excellent interpersonal skills including the ability to relate to people of diverse cultures • team building skills • analytical and problem solving skills • high level of personal presentation • effective verbal and listening communications skills • attention to detail and high level of accuracy

- very effective organizational skills
- effective written communications skills
- computer skills including Microsoft Excel, Word and Powerpoint, and e-mail
- high level of accountability
- time management skills
- maintain strict confidentiality in performing the duties

Must also demonstrate the following personal attributes:

- be an enthusiastic team player
- be honest, trustworthy and discrete
- demonstrate a high level of integrity
- be respectful
- possess cultural awareness and sensitivity
- be flexible
- emphasis on ethical business behaviours