



Find out more: phone 379 2020 or visit [www.aucklandcity.govt.nz](http://www.aucklandcity.govt.nz)

## Sample Position Description BID/Mainstreet Administration Assistant

*Remember this is only a guidance. You may have further competencies you may want to add to suit your BID needs.*

Position Title: Administration Assistant

<b>Reports to:</b>	<b>BID/Mainstreet Manager/Coordinator</b>
<b>Location:</b>	<b>Auckland</b>

### Role Purpose

Core Role:

- Provide administrative assistance to the BID/Mainstreet Manager and other staff as required in order to support the smooth day to day running of the BID/Mainstreet office's operations.
- Reinforce high standards with regard to performance, safety, customer service and adherence to BID & Mainstreet values.
- Comply with all applicable Business Association and Council specific regulatory requirements

### Significant Working Relationships

Most Frequent Contacts

Nature or Purpose

BID/Mainstreet Coordinator / Manager	<ul style="list-style-type: none"> <li>• Reporting line</li> <li>• Provision of advice and information</li> <li>• Approval of recommendations</li> <li>• Day to day operational performance management</li> </ul>
Committee's Secretary	<ul style="list-style-type: none"> <li>• Communicating, arranging, organising meetings and activities.</li> <li>• Passing on communication, following through tasks and activities</li> </ul>
Committee's Treasurer	<ul style="list-style-type: none"> <li>• Assisting with Financial matters</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>• Communicating, arranging, organising projects within budget and timescale</li> <li>• Ordering supplies.</li> </ul>

### Key Results Areas

Key Result	What are the Outputs / Results Expected?
Ensure all internal and external communication is received and disseminated in an effective manner to all relevant parties	<ul style="list-style-type: none"> <li>• Facilitate the smooth day to day running of the office through effective and efficient communication</li> <li>• able to make good decisions and take relevant</li> </ul>

	actions
Support and assist the BID/Mainstreet Manager and other staff with administrative activities as appropriate and when required.	<ul style="list-style-type: none"> <li>Assist BID/Mainstreet Manager and other staff in organisational, admin and other activities to enable good time management</li> </ul>
Order office supplies and maintain appropriate stock levels	<ul style="list-style-type: none"> <li>Ensure adequate stationery and office supplies are available</li> </ul>
Financial data entry	<ul style="list-style-type: none"> <li>Assist the Treasurer and BID/Mainstreet Manager with day to day financial data entry, financial reports and invoices and receipts for Customers</li> </ul>
Support maintaining Members Database	<ul style="list-style-type: none"> <li>Assist the Secretary or BID/Mainstreet Manager reviewing, maintaining and updating member's database</li> </ul>
Self Development	<ul style="list-style-type: none"> <li>Personal skills and competencies kept up-to-date with professional development</li> </ul>
Ensure a safe working environment is maintained	<ul style="list-style-type: none"> <li>Organisation Compliance with the Health &amp; Safety Act</li> </ul>

### Major Challenges

<ul style="list-style-type: none"> <li>Handling telephone inquiries in a customer friendly manner from both internal and external sources and passing queries onto the appropriate person.</li> <li>Completing work to agreed deadlines.</li> <li>Prioritising the workload, organising and following through tasks.</li> <li>Ensuring Office staff follow correct procedures for H&amp;S and other HR admin functions</li> <li>Completion and assistance with ad-hoc projects and tasks as required by the executive or BID/Mainstreet Manager, with accuracy and within tight deadlines</li> </ul>
--

### Position Attributes

<b>Educational Qualifications</b>
<b>Preferred</b>
<ul style="list-style-type: none"> <li>Secretarial and/ or Administrative qualifications from a tertiary institute or relevant work experience</li> </ul>
<b>Special Skills / Competencies / Previous Experience</b>
<b>Mandatory</b>
<ul style="list-style-type: none"> <li>Strong PC skills, including familiarity with Microsoft word, excel, power point, access &amp; outlook email and calendar functions</li> <li>Ability to type fast and accurately, minimum 55 wpm</li> <li>Operate switchboard, and good telephone skills</li> <li>Strong communication skills, verbal and written, able to articulate views convincingly, and to influence others to adopt their course of action</li> <li>Interpersonal skills</li> <li>Customer service orientation</li> </ul>

- Time management and organisational skills
- Flexibility
- Ability to multi task
- Initiative
- Self managing ability
- Demonstrated Team player

**Preferred**

- Ability to work with commercially sensitive and confidential information excising the highest degree of discretion
- A commitment to on-going maintenance of professional standards and the development of relevant capabilities
- Knowledge of Local Government regulations
- Decisive and self starting attitude with energy and motivation to be effective
- Confidence in relationship building and possess the personality to influence others to provide information and to make things happen