



Job Description: Office Coordinator/Financial Administrator/PA to the Managing Director
Reports to: Managing Director and Manager of People and Culture
Location: Auckland

An office coordinator will often be a first impressions ambassador for the company and as such will be approachable, professional and hospitable.

You will be confident communicating at all levels of the business and have the ability to build strong relationships within your office and the national Cook Costello team. Your eye for detail, as well as seeing the big picture with your well-developed systems skills, will place you in good stead for this role. Consistent and effective communication with the administrative team across the company will come naturally to you.

To be successful in this role, you will need previous experience in a professional administration role and be highly proficient in XERO and WFM along with Microsoft Office 365. You will have a high level of organisational, time management and problem solving skills with a high level of written and spoken English. Previous experience providing support in the areas of financial reporting, talent recruitment and management, learning and development may also be helpful. Above all, your willingness to provide support in many different areas of the business with a can-do and positive attitude will be valuable.

Major Responsibilities of the position include:

General Administration

- Front of House - E-mails and phone calls are answered/returned in a timely manner. Excellent customer service is provided. All staff and client enquiries are handled in a professional and helpful manner. Visual standards of the office are maintained. Show commercial awareness in all aspects of this role. You will assist with the overflow of calls for other offices when required.
- Records Management - Company records are maintained according to policies and procedures. Document templates are maintained to corporate standards.
- WFM Database - all job and client information to be entered correctly and in a timely manner.
- Event organising - Event logistics are well planned, resourced and managed. This will include student and university industry days and presentation opportunities.

- Correspondence management - Discretion and confidentiality is maintained at all times. Ensure corporate image maintained on all internal and external documents. All correspondence is addressed and acted upon in a timely and professional manner. Correspondence is filed if required.
- Secretarial support - Efficient and effective secretarial support is provided to staff from formatting and final proofing of reports to photocopying, scanning and filing. Preparing and distributing Board/meeting papers and reports and communications as required.
- Travel and Accommodation and other work related arrangements are organised effectively.

Financial Administration

- Invoicing
- Administration of Asset management - Asset register is up-to-date and accurate.
- Financial processing - Data is entered into the company accounting system correctly and efficiently. Bank accounts payable and receivable are maintained accurately. Reimbursements are processed as per company policy. Credit cards and petty cash are managed. Month end processes are carried out in accordance with company policies and procedures.
- Administration of Credit Control - Outstanding debt is minimised and managed in accordance with company policies and procedures. You will ensure Client Managers are aware of their client's outstanding invoices on a monthly basis.
- Financial Reporting as required by Directors and Senior Management

Facility Coordination

- Familiar with all H&S requirements for your office. You will assist the H&S representative in your office as required and will have an understanding of the Hazards Register, Fire Warden requirements, assigned areas, occupants, exit facilities and fire equipment.
- IT oversight - First point of contact for troubleshooting. Basic IT problems are resolved in a timely manner, you will have an understanding of software requirements and you will keep up to date records for your office and will ensure more complex issues are referred to appropriate IT support.
- Property - Liaison with the appropriate service providers is maintained. Ensure the presentation of the offices to a high standard, including meeting rooms and communal spaces. Respond to requests for maintenance and repair for all offices.
- Space management - You will assist Senior Management as required with the effective allocation of space and procurement of resources for staff.

Marketing Administration

- Supporting business development by producing and procuring resources as required. This will include all mediums of communication, i.e. social media, publication, presentation.

Other duties as may be reasonably assigned to this position and for which the position holder has received adequate training or instruction.

Requirements for this position:

- You have the right to work legally in New Zealand
- Appropriate discretion and ability to build a trusted positive rapport
- Positive appreciation for diversity and the ability to contribute to a positive inclusive company culture
- Previous relevant specialist assistant experience
- Proven office management, administration experience
- Knowledge of office management systems and procedures
- Capable of working independently
- Excellent time management skills and ability to multi-task and prioritise work, communicating priorities to team members
- Attention to detail and problem solving skills
- Excellent communication skills in many formats including written and verbal with a high level of proficiency in English.
- Comfortable in acknowledging peoples contributions as well as dealing with conflict constructively and ensuring people comply with company policy and procedure
- Maintaining a professional image for the company
- Can do attitude with an initiative and a desire to be the best
- Demonstrated proficiency in Xero and Workflow Max
- Proficiency in a second language, e.g Mandarin, is desirable.
- NZQA Recognised Tertiary or Industry related qualifications

