Position Description

Position Title: Office Administrator / Receptionist (OA)

Reports to: Events and Operations Manager (EOM)

Location: Tri Star Gymnastics (Auckland Regional Gymnastics Centre), Keith Hay Park, Mt Roskill, Auckland

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TRI STAR VISION – Growing gymnastics, Growing people, Growing champions

Tri Star's vision is to develop gymnastics programmes and grow participation in recreational and sporting activities that meet community needs, giving every participant the opportunity to be the best that they can, and provide programmes for those with ambition to achieve regional, national and international honours.

POSITION OBJECTIVES

- Reporting to the EOM, the **Office Administrator (OA)** is an important role model to staff, members and the community and assists in the customer service/reception, general administration support, social media and event projects and the health and safety function for the organisation, aligned to the Tri Star strategy.
- The OA will deliver the **office administration and customer service activity** with a focus on creating an informed and welcoming experience for our members.
- The OA is a part of the event delivery team and will provide **event support** in preparation for and during our club events.
- The OA runs the social media for Tri Star as well as other marketing design.
- The OA will assist in the coordination and delivery of Tri Star's **health and safety programme**.
- Athlete safety – The OA will be responsible for staff course bookings, child safeguarding, first aid courses and coordinating police checks.
- The OA will complete any other duties as required by the EOM commensurate with the role.

SKILLS REQUIRED

- Strong interpersonal and customer service capability with excellent verbal and written communication skills.

- Strong logistics skillset with an ability to complete tasks to deadline, and balance competing priorities in a busy operational environment.
- Familiarity with, and competency in database management (preferably Friendly Manager).
- Event experience preferred.
- Experience with basic financial processes.
- A strong level of Microsoft suit and IT literacy, bringing operational efficiencies to enhance the customer experience.
- Experience in working with young people and families.
- Familiarity with current best practise for facility and organisational Health and safety.
- Conflict resolution capability.

ROLES AND RESPONSIBILITIES

To ensure Tri Star's objectives are met, the Office Administrator will:

Deliver the office administration and customer service/reception activity for Tri Star.

- Respond to all email, phone & over the counter enquiries.
- Provide a friendly, helpful and organised front of house customer experience.
- Assist in the delivery and sale of club / programme merchandise.
- Keep the member database up to date weekly and processing any over the counter payments (e.g. for enrolments, events, merchandise).
- Provide social media support to EOM to help celebrate the club and its members.
- Maintain a tidy and attractive reception area.
- Keep the club supplies up to date including all office, programme resource, kitchen, cleaning, event, health and safety, and any other facility / operational resources.

Event support

- To assist the EOM with any administrative duties required in preparation for club events (approximately 10 x annually).
- Week to week room preparation and customer service specific to facility hire and birthday parties.
- To assist the EOM at events which are often on weekends.

Assist in the delivery of Tri Stars health and safety programme

- Process staff police checks, first aid and course bookings.
- The OA will be responsible for day-to-day athlete connection and support.

Assist in the day-to-day finance functions

- Day to day payments and receipting.
- Maintaining a record of all petty cash transactions and requesting replenishments as needed.
- Collecting outstanding receivables, including sending reminders and following up with members.
- Facilitate credits/class credit transfer in line with delegated authority

GENERAL

This is a fulltime 40 hour per week role – this role could also have the option for increased hours on the weekend.
The general hours are outlined below however there could be some flexibility for the right candidate.

- Monday: 10.30am - 7.00pm
- Tuesday: 10.30am - 7.00pm
- Wednesday: 12pm - 8.30pm
- Thursday: 10.30am - 7.00pm
- Friday: 10.30am - 7.00pm

This role comes with a number of staff benefits including but not limited to:

- Annual Wellbeing Allowance
- Free school holiday programme for successful applicant’s children if applicable
- Free recreational class for successful applicant’s children if applicable,
- Paid overtime opportunities.
- EAP services
- Health Essentials Insurance