# Position Description

**Position Title:** Weekend Office Receptionist (OR)

**Reports to:** Events and Operations Manager (EOM)

**Location:** 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 Receptionist (OR)** is an important role model to staff, members and the community and assists in the customer service and general administration support for the organisation, aligned to the Tri Star strategy.
- The OR will deliver the **office administration and customer service activity** with a focus on creating a welcoming experience for our members.
- The OR will assist in the delivery of **facility hire and birthday party activities** as needed
- The OR 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).
- Experience with basic financial processes.
- A moderate level of Microsoft suit and IT literacy, bringing operational efficiencies to enhance the customer experience.
- Experience in working with young people and families.
- Conflict resolution capability.

## ROLES AND RESPONSIBILITIES

To ensure Tri Star's objectives are met, the Office Receptionist 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, including competitive programme uniform coordination.
- Keep the member data base up to date weekly and processing any over the counter payments (e.g. for enrolments, events, merchandise).
- Assist with pack up/pack down of facility hire and birthday party rooms.
- Maintain a tidy and attractive reception area.

**Assist in the day-to-day finance functions**

- Day to day payments and receipting.

**General**

This is a casual role with options of 4 -10 hour(s)/week.

The general hours are outlined below however there is some flexibility in the start and finish times. There may be additional opportunity for work during events or staff absence.

Saturday: 8:30am – 12:30pm
Sunday: 8:30am – 1:00pm, 1:00pm - 6pm

Applications close 19th October 2026 or until position is filled. Applications including a CV and cover letter should be sent to declan.peach@tristar.org.nz with the subject Weekend Office Receptionist.