



Position Description

Position Title: Office Administrator

Reports to: Events and Operations Manager (EOM)

Location: Auckland Regional Gymnastics Centre, Keith Hay Park, Mt Roskill, Auckland

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, general administration support, health and safety function for the organisation, aligned to the Tri Star strategy.
- The OA will deliver the **office reception customer service activity** with a focus on creating a welcoming experience for our members.
- The OA is responsible for the coordination of Tri Stars **birthday party services**.
- The role will provide **general administration support** ensuring all operational areas are well resourced.

SKILLS REQUIRED

- Strong interpersonal and customer service capability with excellent verbal and written communication skills.
- Conflict resolution capability.
- 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).
- A moderate level of Microsoft suite and IT literacy, bringing operational efficiencies to enhance the customer experience.

ROLES AND RESPONSIBILITIES

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

Deliver the office reception customer service 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.

Coordinate the sale of food and beverage at reception along with other resources / products that may benefit our members.

Assist the EOM with the staffing and staff activities at reception.

Maintain a tidy and attractive reception area.

Provide general administration support ensuring all operational areas are well resourced.

Keep the club supplies up to date including all office, programme resources, kitchen, cleaning, event, health and safety, and any other facility / operational resources.

Keep the member data base up to date weekly.

Birthday party services coordination.

Provide prompt and professional communication with all Birthday Party customers.

Liaise with GfA Manager to fill staffing requirements of all birthday parties.

Ensure birthday party supplies are up to date and rooms are clean.

General

Complete any other duties as required by the EOM commensurate with the role.

The OA position is a 15 hour / week position 3:30-6:30pm Monday – Friday at our Keith Hay Park facility, 55 Arundel St, Mt Roskill, Auckland.