



Weekend Office Administrator

Position Title: Weekend 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 **Weekend 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, including at weekend events as they occur.
- The OA will **assist with the set up and pack down of Birthday Parties**.
- The role will provide **general administration support** ensuring all operational areas are well resourced.
- The OA will **assist with finance function administration** (such as following up aged receivables).

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.

Maintain a tidy and attractive reception area.

Birthday party assistance.

Set up birthday party room and assist with any customer queries.

Assist with finance function administration

Follow up members with outstanding fees

Assist customers with class enrolment/payment

Process payments for merchandise and other products and services.

General

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

The OA position is a 15 hour / week position 8.00-4.00pm Saturday and 9:15-5:15pm Sunday at our Keith Hay Park facility, 55 Arundel St, Mt Roskill, Auckland. We invite applicants who are only able to do one weekend day also.

All applications, CV inclusive, can be submitted to luke.dobney@tristar.org.nz by 10 February 2023.