

ROYAL FOREST AND BIRD PROTECTION SOCIETY OF NEW ZEALAND INC.

JOB DESCRIPTION

JOB TITLE

Administrator/Receptionist

PURPOSE

The Administrator/Receptionist is responsible for providing timely, high-quality administration support to the wider Forest & Bird team. This is a role that requires a positive, can-do attitude and a high degree of initiative and productivity to ensure the smooth running of the office

This role is office-based. The hours of work are Monday to Friday, 9.00am - 5.00pm and based at our National Office in Wellington.

SPECIFIC DUTIES & RESPONSIBILITIES

Receptionist Duties

- Provide friendly, professional, and inclusive service to all customers, visitors, and staff.
- Oversee the mainline telephone, screen, and direct calls, taking and relaying messages including overseeing the voicemail and OOO.
- Handle the F&B office email inbox as well as your own personal F&B email inbox and other group inboxes as required.
- Ensure that communal office spaces (e.g., meeting rooms, the reception area, storeroom and kitchen area) are always clean and tidy.
- Purchase office consumables, kitchen supplies, stationery, and other items on an “as required” basis, gaining approval for any items over your delegated approval limit. Communicate with suppliers for equipment orders and supplies, ensuring timely and accurate procurement.
- Manage incoming/outgoing mail and arrange & oversee courier bookings & deliveries.
- Maintain a current inventory within the Wellington Office.
- Maintain the fob swipe security and access register for the Wellington Office.
- Oversee the bookings calendar (car park, meeting rooms, etc.) for the Wellington Office and work to help resolve any complaints or issues that may arise from this.
- Respond to property maintenance issues for all Forest & Bird offices.
- Arrange staff, board, external, and general events when requested – e.g., morning teas for new staff, farewells, catering for volunteers, meetings etc
- Book and manage staff travel requests in accordance with relevant policies and processes where necessary.

General Office Administration

- Assist with administrative tasks, such as data entry and filing.
- Respond to requests for administrative assistance from staff members.
- Provide ad hoc cover or support to other areas of the business as and when required.
- Be proactive in identifying system or process improvement recommendations where relevant.
- Assist the Business Services Manager with ad hoc projects.

Mt Ruapehu Lodge

- Oversee daily operations, ensuring smooth functioning of all lodge activities.
- Provide exceptional customer service, handle guest inquiries, and resolve issues promptly.
- Manage bookings, reservations, and cancellations efficiently.
- Ensure the lodge is well-maintained, coordinating repairs and maintenance as needed.
- Conduct quarterly visits to the lodge, contingent on other scheduling factors.
- Ensure compliance with health, safety, and environmental regulations.
- Develop and implement marketing strategies to attract guests and promote the lodge.
- Maintain inventory of supplies and equipment, placing orders as necessary.
- Build and maintain relationships with local businesses and community organizations.

Health & Safety

- Taking reasonable care for personal safety and wellbeing in all Forest & Bird workplaces.
- Acting in accordance with all reasonable Health and Safety instructions, policies, and signage making sure that acts or omissions do not adversely affect the safety and wellbeing of yourself or others.
- Reporting all occupational injury, illness, near miss incidents, accidents, environmental spills or fire (regardless of its severity) to your manager, and record in line with the relevant H&S processes and systems.
- Immediately reporting all hazards which may result in an injury, illness, spill, or fire, to your manager.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

- Confidence and familiarity in using the Microsoft Office suite and computer programs.
- A full New Zealand driver's license is essential.
- Exhibit exceptional written and verbal communication, along with strong interpersonal abilities.
- Demonstrate strong organisational abilities, keen attention to detail, and flexibility to adjust priorities as the day progresses.
- Strong service focus and ability to quickly establish rapport with others.
- The ability to deal with a wide variety of people with a positive and can-do attitude.
- Self-motivated, organised, confident with a desire to learn new skills.
- This position requires some familiarity with Te Ao Māori including, Te Reo Māori and tikanga. Training & support will be provided to further these skills if necessary.