

Royal Forest and Bird Protection Society of New Zealand Inc.

JOB DESCRIPTION

Job title

Receptionist - Growing Support Administrator

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PURPOSE

Hours 37.5 hours per week (0.5 Office Admin + Lodge & 0.5 Growing Support Admin).

Task List

Office Administration & Coordination

- Deliver friendly and efficient service to staff, visitors, and customers.
- Manage reception duties: mainline calls, voicemail, out-of-office messages, and office inbox.
- Maintain communal spaces and oversee office supplies, procurement, and supplier liaison.
- Handle mail, couriers, and bookings (meeting rooms, car park).
- Coordinate staff travel, events, and catering as required.
- Process EFTPOS payments and maintain accurate records.
- Manage complaints triage and ensure timely responses.
- Oversee security access, basic asset management, and waste processes.
- Perform other general administrative tasks as needed.

Lodge Operations (Mt Ruapehu Lodge)

- Provide exceptional customer service, handle guest inquiries, and resolve issues promptly.
- Manage bookings, reservations, and cancellations efficiently.
- Oversee daily operations, ensuring smooth functioning of all lodge activities.
- Manage any maintenance enquiries for the lodge.
- Maintain inventory of supplies and equipment, placing orders as necessary.

Growing Support Administration & Coordination

- Deliver friendly and efficient service to Forest & Bird volunteers by responding to queries & troubleshooting issues; send planned and reactive communications; provide some targeted support.
- Manage the Branch Support shared inbox and phonenumber, including voicemail; support other shared inboxes (Membership, KCC, Youth) as required.
- Maintain, update, and cleanse data and records.
- Update and upload documents, including hyperlinking.
- Check webpages and SharePoint sites regularly, making or coordinating updates as needed to keep information current and accessible.
- Support induction and offboarding systems for volunteers.
- Assist with monthly and quarterly reporting activities.
- Track and organise printed materials, merchandise, and postage requirements.
- Assist with raising purchase orders.
- Proactive monitor, coordinate, and tidy-up loose ends.
- Other administrative and operational support tasks for the Growing Support Group as required.

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.
- Ensure compliance with company policies and procedures.
- 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' best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment 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.