



OFFICE ADMINISTRATION ASSISTANT JOB DESCRIPTION

LOCATION	8b Cammish Lane, Orewa
RESPONSIBLE TO:	MD202 Secretary
DIRECT REPORTS	Nil
PRIMARY FUNCTIONS OF THE POSITION:	Provide effective and efficient customer service, ensuring a positive first impression of Lions Clubs Multiple District 202 including accurate data entry, administration support and processing of club supplies.

FUNCTIONAL RELATIONSHIPS

The Receptionist will develop and maintain effective relationships with:

Internal

Council Chair
District Governors
Multiple District Officers & Portfolio Holders

External

Lions Clubs Members
General Public
Contractors and suppliers

LIONS CLUBS INTERNATIONAL CORE VALUES

Lions Clubs New Zealand Multiple District 202 in working wish to be known as an organisation of integrity, credibility and humanitarian values.

KEY RESPONSIBILITIES AND EXPECTED OUTCOMES:

The position of Office Administration Assistant encompasses the following key areas of responsibility:

1. Ensure services in Reception are effective and efficient.
2. Financial transaction entries are processed in a timely manner.
3. Ordering and dispatch of Club supplies.
4. Administration support for the MD202 Secretary.

The outcome requirements of the above key responsibility areas are outlined below:

KEY RESPONSIBILITY 1: Ensure services in Reception are effective and efficient

Expected Outcomes:

- 1.1 Answer incoming calls and website enquiries promptly and direct to the most appropriate person to respond.
- 1.2 Confidentiality and privacy of Lions members personal information and MD202 operational information is maintained at all times.
- 1.3 Office is to be kept fresh clean and tidy, through vacuuming and cleaning of surfaces.

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- 1.4 Outgoing mail is posted daily; incoming mail is opened and sorted in conjunction with MD Secretary.
- 1.5 Regular banking of any funds received.
- 1.6 Ordering and management of stationery supplies, postage and courier tickets.
- 1.7 Updating of annual Multiple District Directory throughout year as and when required including magazine mailing list.

KEY RESPONSIBILITY 2: Financial Transactions

Expected Outcomes:

- 2.1 Updating of contact information in financial accounting software.
- 2.2 Accurate data entry of Customer and Supplier transactions including but not limited to orders, invoices, credit notes and bank transactions.
- 2.2 Timely and accurate recording of transactions and their details on the Lions Clubs International Bank statements along with follow up on any resulting queries.
- 2.3 Responding to club enquiries on LCIF and LCI members' dues.

KEY RESPONSIBILITY 3: Club supplies ordering and dispatching

Expected Outcomes:

- 3.1 Ordering of club supplies and new member packs ensuring minimum inventory level maintained.
- 3.2 Responding to club orders, their processing and dispatch to clubs as and when required including preparation of invoices.
- 3.3 Distribution of new members packs as and when requested by clubs and subsequent quarterly invoice to LCI.

KEY RESPONSIBILITY 4: Provide backup administration support for MD Secretary.

Expected Outcomes:

- 4.1 Document preparation and collation.
- 4.2 Booking of restaurants and hotels and other function facilities.
- 4.3 Website updates and file uploads.
- 4.4 Assisting with annual Multiple District Directory preparation.

VARIATION OF DUTIES:

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet changing service requirements.

Signed Employee _____ **Date** _____

Signed Employer _____ **Date** _____

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Office Administration Assistant

PERSON SPECIFICATION

SKILLS:

Essential:

- Demonstrated ability to be well organised, multitask and take pride in the office environment
- Excellent verbal and written communication skills
- Courteous, bright and clear telephone manner.
- Able to demonstrate cultural sensitivity.
- Demonstrated ability to communicate with a wide range of people

EXPERIENCE

Essential:

- Experience in a customer service-related organisation.
- Previous roles involving accounting system data entry using Xero.
- Intermediate level computer skills – Microsoft Office, in particular Word and Excel. Adobe, Concrete 5 and social media such as Facebook and Instagram.
- Class 1 drivers' licence, motorcar

PERSONAL ATTRIBUTES:

- Self-motivated and able to use own initiative
- Honest and able to maintain confidentiality

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