



Position Description

DATE:	June 2021
POSITION:	Office Administrator
AWARD:	Restaurant Industry Award 2020
CLASSIFICATION:	Clerical Grade 3 (Level 4)
RESPONSIBLE TO:	Managing Director

POSITION OVERVIEW

The primary objective of the Office Administrator role is to fulfil receptionist and customer service duties, coordinate office maintenance and activities and provide support to the executive team.

ORGANISATIONAL EXPECTATIONS

All employees are expected to respect the confidentiality of the individual, and to treat members of our community with courtesy and respect. The Office Administrator is expected to support the company (staff, customers and shareholders) in the continued promotion of the values and mission of its operations and venues.

All employees are bound by the requirements of company policies, procedures, and any other practices and are expected to maintain a healthy and safe work environment. You are required to take reasonable care for your own health and safety, and that of others who may be affected by your actions or omissions. You must also cooperate with any reasonable instruction, policy or procedure in relation to Work Health and Safety, and report incidents and hazards in accordance with reporting procedures. All employees recognise and accept that multi-skilling is an essential component of their employment, and all employees may be required from time to time to undertake duties that are outside of their normal position description but within their skills, competency and capability.

Staff shall not use confidential information to gain advantage for themselves, their related persons, or for any other person or body, in ways, which are inconsistent with their obligation to act impartially. Nor should such information be used improperly to cause harm or detriment to any person, body or company assets.

Proof of any required qualifications will also be required prior to commencement.

RELATIONSHIPS AND AUTHORITY

The position is responsible to the Managing Director. Work is carried out with and for other executive team members. The Office Administrator role has no direct reports.

SKILLS AND KNOWLEDGE

- Previous experience working in a customer service role, email and phone based preferred
- Proficient computer literacy is using MS Suite, cloud-based systems and data entry skills
- Proficiency in Xero (accounts payable data entry) and invoicing
- A high attention to detail to ensure data is entered quickly and accurately
- Highly developed interpersonal and communication skills
- Highly developed organisational and time management skills
- Exceptional problem-solving skills, and an ability and willingness to resolve issues with appropriate, creative solutions
- Strong written communication skills
- Developed customer service skills
- Developed dispute resolution skills

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KEY ACCOUNTABILITIES

1. Complete reception and customer service duties (including table reservations for our venues) in a professional manner:

- Using our cloud-based phone system and online booking portal, answer customer and general enquiries, capturing essential information for venue FOH teams to be able to service the customer's needs.
- Answer and/or escalate particularly complex issues, concerns or suggestions to the appropriate manager, be it particular or general, that constitute a threat to customer satisfaction.
- Provide exemplary customer service when communicating with external customers, suppliers and stakeholders
- Regularly communicate with venue staff and the executive team regarding any data points around the customer experience both past and present.
- Maintain effective communication with all staff, ensuring all queries, concerns or issues are answered in a timely and appropriate manner.

2. Completing general office tasks and coordinating office operations and activities:

- Carry out clerical duties such as responding to emails and preparing documents, including office correspondence, staff newsletters and reports
- Perform bookkeeping tasks such as accounts payable data entry, invoicing and maintaining records (Xero)
- Keep stock of office supplies and place orders when necessary
- Oversee the maintenance of office areas
- Update various records and databases with suppliers, contractors and personnel, financial and other data
- Process gift vouchers, orders and retail sales from online sites and coordinating item delivery/collection
- Provide feedback, suggestion and implementation for process improvement as the need arises

3. Providing day-today secretarial and general assistance to the Executive Team:

- Schedule required meetings and managing agendas/travel arrangements/appointments etc
- Prepare communications on behalf of the executive team
- Take notes and writing minutes during meetings
- Conduct or prepare any research that the executive team may require
- Perform other reasonable duties and ad-hoc requests as directed by the executive team