

Allied Press Limited

**Vision: *Allied Press will continuously enhance its position as a quality Media Group.***

**Motto: *“Optima Durant” – Quality Endures***

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| **POSITION DESCRIPTION** | |
| Job Title | Admin & Sales Support |
| Location | Gore |
| Tenure / Hours | Part-time |
| Responsible to | Sales Manager – Gore Ensign |
| Responsible for | N/A |
| Delegations | As per Allied Press Ltd Staff delegations policy |
| Position purpose | The main function of this position is to ensure the provision of high-quality administration and front office reception services. |

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| **THE ROLE OF ALLIED PRESS LTD** |

Allied Press is a media company with interests in daily and community newspapers, websites, rental properties and commercial print operations. The company is based in Dunedin and has newspapers in Canterbury, Marlborough, Otago and Southland and printing operations in Dunedin and Greymouth.

The company is dedicated to not only providing comprehensive news and advertising coverage, but also to supporting a wide range of community projects and services.

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| **FUNCTIONAL RELATIONSHIPS** | |
| It is a key responsibility that relationships must be developed and maintained in such a way as to bring about a positive and respectful response from those the team member liaises with. | |
| **External to Allied Press Ltd** | **Internal to Allied Press Ltd** |
| * Members of the Public | * Sales Manager |
| * Clients | * Production staff (Dunedin and Gore) |
| * Visitors | * Mainland Distribution |
| * ODT Subscribers | * Other Allied Press employees |
| * Business Clients |  |

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| **KEY RESULT AREAS** |
| The position of **Office Administrator** encompasses the following major functions or key result areas:   * Provision of high-quality reception, customer service, sales, and administrative support to staff and clients of Allied Press Limited. |

**The requirements in the above Key Result Areas are broadly identified below:**

| **YOU ARE ACCOUNTABLE FOR** | **YOU ARE SUCCESSFUL WHEN** |
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| **Sales Administration** | |
| Providing a high-quality administration service to the Sales Manager and Advertising Representatives. | * Prepared correspondence is professionally presented, grammatically accurate, and spell-checked. |
| Filing all necessary documentation. | * Filing systems are up to date and well maintained. |
| Booking classified advertising, completing necessary paperwork, and sending through to Dunedin. | * Documentation is completed promptly and accurately and there are no unnecessary delays in sending through to Dunedin. |
| Other advertising sales duties as requested by the Regional Office Advertising Representative or Advertising Sales Manager. | * Tasks are undertaken willingly and to the standards expected. |
| Assisting with Advertiser and subscriber account enquiries and associated banking. | * Queries are responded to promptly and solutions found. * All cash and cheques are receipted and banked promptly. |
| **Creative** | |
| Producing finished art and design work, layouts, visuals, and any other art related tasks to an acceptable standard for inclusion in the newspaper. | * Artwork and graphics are produced to a high standard and comply with Allied Press requirements. * Timelines for delivery are met. |
| **Reception** | |
| Providing a high quality, responsive, and professional front counter service to members of the public and local businesses. | * Information provided to customers in respect to advertising, deadlines, and advert pricing is accurate. |
| **Cashier/Banking** | |
| Operation of the cashier/tills, related banking, and record keeping. | * Handles cash, EFTPOS transactions, and other relevant payments effectively. * All cash and cheques are receipted and banked promptly. * Total daily cash taking balance against till and EFTPOS receipts. |
| **Customer Service** | |
| Acting as an ambassador for our business, you provide both our internal and external customers with exceptional service at all times. | * You are regarded as approachable, helpful, and friendly. * Customers recognise they have received the level of support and service they seek. * You take the initiative to improve work practices to get the best possible outcome. * Problems and complaints are acknowledged, solutions identified and promptly acted upon. |
| **Distribution – The Ensign, ODT and Mainland** | |
| Ensuring daily activities are being performed | * New starts, subscriber temporary stops, starts, missed newspaper deliveries and customer complaints are recorded in an accurate, professional and timely manner in the circulation or other system. * Information relating to a subscriber is captured and sent through to Dunedin. |
| Mainland | * Working with Mainland Supervisor for weekly management and monitoring of deliveries. * Monitoring any distribution complaints. * Assessing and monitoring new points of distribution**.** * Assisting Mainland Supervisor with recruitment adverts as requested. * Assistance with any physical delivery requirements. |
| **Teamwork** | |
| Working together as part of a team to meet the requirements of your role. | * You willing share your knowledge, experience, and ideas for the benefit of the team and wider business. * Your communication with others is open, honest, and considerate. * Your demonstrate initiative and commitment to team objectives, actively participating in group activities. * You are open and receptive to change. |
| **Professional Development – self** | |
| Identifying areas for personal and professional development. | * Your training and development needs are discussed with your manager on an annual basis as part of your annual performance and development review. * You take personal responsibility for gaining and applying new skills. |
| **Health, Safety and Wellbeing** | |
| Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Allied Press Ltd., Health and Safety policies, procedures and systems. | * You understand and consistently meet your obligations under Allied Press Ltd.’s Health, Safety, and Wellbeing policies and procedures. * You actively encourage and challenge your peers to work in a safe manner. |
| **Other Duties** | |
| From time to time you may be required to undertake duties in addition to those outlined but which fall within your capabilities and experience. | * You respond positively to requests for assistance in own and other areas, demonstrating adaptability, and willingness. |
| Looking for opportunities to improve systems, processes, and work practices – both within your own areas of responsibility and the organisation as a whole. | * You suggest new ideas and make refinements to systems, processes, and work practices within your own role, and make suggestions for improvement to the organisation as a whole. |

NOTE: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between you and your manager as part of the performance development process.

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| **PERSON SPECIFICATION** | | |
| This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current job holder has). This may be a combination of knowledge/experience, qualifications, or equivalent level of learning through experience or key skills, attributes, or job specific competencies. | | |
|  | **Essential** | **Desirable** |
| **Education and Qualifications** | * Full NZ Driver’s licence. * NCEA Level 2 or equivalent. | * Qualifications in Sales and/or office administration. |
| **Knowledge, Skills, and Experience** | * Previous work experience in front of house reception/office administration or sales administration role. * A high degree of competence in Microsoft Office programs including Word, Excel, and Power point. | * Previous cash handling experience. |
| **Personal Qualities** | * Dependable, honest and ethical; shows a high level of personal judgment. * Acts with discretion at all times. * Adaptable and flexible – open to change (positive or negative). * Focused on providing a high level of customer service. * Independent – able to prioritise work effectively – developing one’s own ways of doing things; guiding oneself with little or no supervision and depending on oneself to get work done. * Initiative and ability to work without supervision. * Cooperative - job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude. * High level of personal Initiative - Job requires a willingness to take on responsibilities and challenges. * Forward thinking and change ready – able to think beyond the current brief in order to strengthen the business. * A high level of personal drive, initiative, and judgment. | |

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| **CHANGES TO POSITION DESCRIPTION** |
| From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance review. |

Acknowledged/Accepted:

Employee Date

Manager Date