



Allied Press Limited

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

Motto: *“Optima Durant” – Quality Endures*

POSITION DESCRIPTION	
Job Title	Advertising and Sales Support Administrator
Tenure / Hours	Full time 40h or Part time 27.5h
Responsible to	Southern Regional Sales Manager
Delegations	As per Allied Press Ltd Staff delegations policy
Position purpose	<p>The main function of this position is to ensure the provision of high-quality Sales Support administration and general office reception services.</p> <p>The focus of this role is to ensure high quality reception, customer service, sales and administrative support to staff and clients of Allied Press.</p>
Date	June 2025

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.

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
<ul style="list-style-type: none">Advertising Client	<ul style="list-style-type: none">Production, Editorial and Publishing
<ul style="list-style-type: none">Advertising Agencies	<ul style="list-style-type: none">Advertising Sales/ Regional Managers
<ul style="list-style-type: none">Members of the public/visitors	<ul style="list-style-type: none">Advertising Sales Consultants
	<ul style="list-style-type: none">Other Allied Press Ltd employees

KEY RESULT AREAS

The position of **Advertising and Sales Support 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.
- To ensure the efficient and smooth running of the day-to-day branch operations and relationships as directed by the Southern Regional Sales Manager.
- Delivering various administration tasks related to all our advertising, including tasks such as ad bookings, copy collection, CRM updates, campaign development, newspaper layouts and customer support.

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

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
Advertising Sales Administration	
Providing a high-quality administration service to the Regional Sales Manager and all Advertising Sales Consultants.	<ul style="list-style-type: none"> Prepared correspondence is professionally presented, grammatically accurate, and spell-checked.
Delivering on sales and directly looking after an evolving client base.	<ul style="list-style-type: none"> All sales are delivered in a timely manner. Closing sales and looking to constantly upsell to client base. Forward any feature opportunities/upsell leads on to the Sales Rep to pursue.
Booking classified advertising, completing necessary paperwork, and sending through to Dunedin.	<ul style="list-style-type: none"> Documentation is completed promptly and accurately and there are no unnecessary delays in sending them through to Dunedin.
Booking advertising across all media assets owned by Allied Press and, if required, other media.	<ul style="list-style-type: none"> Adverts are booked correctly and run in the publication, online or any other media as requested by sales or the client. Communication with sales reps or clients confirming bookings, material requirements, or changes to booking are made in a timely and accurate manner. The layout of Southern <i>Express</i> and any other printed media as required is completed on time and to the advertising customers or sales requirements.
Communicating with advertisers and/or their agencies regarding supplying adverts to our advertising deadlines and design specifications in an accurate and timely manner.	<ul style="list-style-type: none"> All advertising is quoted accurately and within Allied Press guidelines. All advertising is received for publication in our newspapers or online prior to the deadline and is designed to our specifications. Any late adverts are followed up with the advertisers or agency and supplied.
Ensure all advertising is charged and booked to the correct customer, and charged at the correct rates, both standard and non-standard.	<ul style="list-style-type: none"> All advertising is booked at the correct rates as agreed with the advertiser or sales rep. All incorrect entries that have resulted in the 'error' have been notified to the appropriate salesperson to prevent the recurrence of the issue and corrected.
Other advertising sales duties as requested by the Regional Sales Manager.	<ul style="list-style-type: none"> Tasks are undertaken willingly and to the standards expected.
Assisting with Advertiser and subscriber account enquiries (via telephone or walk-ins' customers) and associated banking.	<ul style="list-style-type: none"> Queries are responded to promptly and solutions are found. All cash and cheques are receipted and banked weekly.
Classified advertising input.	<ul style="list-style-type: none"> Classified adverts are set to company requirements. Timelines for delivery are met.
Filing all necessary documentation.	<ul style="list-style-type: none"> Filing systems are up to date and well maintained.

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
Sales Support	
Acting as an ambassador for our business, you provide both our internal and external customers with exceptional service at all times.	<ul style="list-style-type: none"> You are regarded as approachable, helpful and friendly. Customers, both face to face, by email and on the telephone 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.
Providing a high quality, responsive and professional service to businesses that contact us by phone or email.	<ul style="list-style-type: none"> Information provided to customers in respect to advertising enquiries is accurate. Enquiries are acknowledged to the client quickly and then forwarded to the sales rep or staff member responsible for the client or area.
Providing ongoing reporting of sales activity using data captured from various Allied Press systems.	<ul style="list-style-type: none"> CRM sales reports are completed on time and in accurate manner. Online client reports are completed on time and in an accurate manner and sent to the sales manager/rep or client as directed. Deliver other reports as requested by the group advertising manager.
Reception	
Providing a high quality, responsive and professional front counter service to members of the public and local businesses.	<ul style="list-style-type: none"> Information provided to customers is accurate and professionally communicated.
Cashier/Banking	
Operation of the cashier/tills, related banking, and record keeping.	<ul style="list-style-type: none"> Handles cash, EFTPOS transactions, and other relevant payments effectively. All cash is receipted and banked weekly. Total daily or weekly cash takings 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.	<ul style="list-style-type: none"> 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.
Client Relationships and Other	
Delivering on sales and directly looking after an evolving client base.	<ul style="list-style-type: none"> All sales are delivered on in a timely manner Closing sales and looking to constantly upsell to client base
General administration duties such as envelope stuffing, sales support, printing, taking meeting notes and minutes.	<ul style="list-style-type: none"> All admin tasks are performed efficiently and on time as required
Delivering on your high pay off activities as discussed with the group advertising manager.	<ul style="list-style-type: none"> High pay off activities are delivered as agreed.

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
Distribution – Southland Express, ODT and Mainland	
Ensuring daily activities are being performed	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ 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.	<ul style="list-style-type: none"> ▪ You are willing to share your knowledge, experience and ideas for the benefit of the team and wider business. ▪ Your communication with others is open, honest and considerate. ▪ You demonstrate initiative and commitment to team objectives, actively participating in group activities. ▪ You are open and receptive to change. ▪ You are able to move quickly between various jobs to ensure work is completed effectively. ▪ You contribute to team meetings positively and support other team members.
Professional Development – Self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> ▪ 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 companies Health and Safety policies, procedures and systems.	<ul style="list-style-type: none"> ▪ 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.	<ul style="list-style-type: none"> ▪ 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.	<ul style="list-style-type: none"> ▪ 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.

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	<ul style="list-style-type: none"> NCEA Level 3 passes or equivalent in English and Mathematics. Full NZ Driver's licence. 	<ul style="list-style-type: none"> Qualifications in Sales and/or office administration.
Knowledge, Skills and Experience	<ul style="list-style-type: none"> Previous work experience in a customer service/sales/office administration role A good level of competence in Microsoft Office programs including Word, Excel and PowerPoint. Excellent oral and written communication skills. A high level of attention to detail and work accuracy. 	<ul style="list-style-type: none"> Previous experience using a CRM database. Previous cash handling experience.
Personal Qualities	<ul style="list-style-type: none"> Is calm under pressure – responds positively to the need to manage and achieve deadlines. Ability to meet deadlines Accurate data entry Dependable, honest and ethical. A good level of personal judgment and initiative. Acts with discretion at all times. Adaptable and flexible – open to change (positive or negative) 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. Cooperative - job requires being pleasant with others on the job and displaying a good-natured attitude. Always looking to assist and support sales team. Focused on going the extra mile to help meet customer requirements. Proactive in looking for ways in which to improve delivery service and in sharing ideas. 	

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