

Job Description

Branch Administrator

Position: Branch Administrator

Reporting to: Branch/Area Manager

Summary:

To maintain the highest of standards in all matters including, but not limited to:

- Personal appearance, including company uniform
- Branch appearance, internal and external
- Marketing material
- Customer service, both in person and on the telephone
- Administrative and support duties, including reception
- Health & Safety Rep for branch, if required

Duties:

- To provide accurate and timely administrative services to Manager and salespersons, residential, rural and commercial.
- To ensure that all offers delivered to the branch are received by the relevant salesperson in a timely manner.
- To create and maintain efficient administration systems for the office and to provide a happy, co-operative working environment that enables salespeople to spend their time listing and selling properties.
- To effectively operate all reception duties and be familiar with appropriate technology and equipment and provide a confident and friendly telephone service.
- To take sole charge of the office and deal courteously with all visitors and customer inquiries.
- To communicate at all levels within the company, liaising with support staff at Head Office.
- To carry out all advertising as required.
- To create and maintain administration systems for the front office to provide a highly efficient office environment.
- General clerical procedures, filing, typing of contracts and other necessary documents and writing up of systems.
- To maintain a petty cash card system.
- To be computer literate in all applications required for the upkeep of all company files and backing up of all times.
- To be responsible for ordering office supplies, stationery and computer supplies.
- To maintain a clean and welcoming environment for the company's clients and do whatever is necessary to ensure the office is run in an efficient and professional manner.
- To provide cover in mutual agreement with your employer for any of the other branch locations within the region, in the absence of staff.
- To be ready for work on time, presented in a neat, tidy and professional way in company subsidised uniform.
- To maintain presentation of front foyer and service area of salespersons' room including current display cards, window card, internal and/or area information.
- Ensure services are supplied, such as clients being offered beverages.
- To take charge of the maintenance and cleanliness of the general office, kitchen area, dishwasher and client coffee facilities.
- To answer all reception enquiries, telephone, reception counter, email and internet reliably and sensibly with impartiality towards all salespeople.
- To input and maintain the internet site for the branch residential and lifestyle team with available property listings.

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- To carry out word processing tasks for salespersons as they require such as RPNZ information, appraisals, downloading pictures from photographers/salesperson, letters to vendors.
- To complete details on sale and purchase agreements for proofing and final copy for salespersons when required.
- Forward deposit advices to Finance department, ensuring that all receipts required are issued, correct recording of relevant information pertaining to the deposit is kept and distributed to the necessary parties, and where necessary banking deposit cheques.
- Code company accounts.
- Allocate costs of branches for monthly advertising account – showing vendor and salesperson recoveries.
- Despatch mail.
- Print out management reports as required
- To attend support staff meetings held in Palmerston North as required.
- To organise functions for auctions, professional evenings and client functions.
- Take any minutes that are required for branch or company meetings.
- Maintain a high level of confidentiality.
- Have a high level of accuracy and attention to detail.
- Any other duties befitting the level of the position that may be required from time to time.

Responsibilities:

- There are no leadership responsibilities within this role