

Job Description

Branch Administrator

Position: Branch Administrator

Reporting to: Branch/Regional 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

Duties:

- Maintain a high level of confidentiality.
- Have a high level of accuracy and attention to detail.
- 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.
- 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 be computer literate in all applications required for the upkeep of all company files and backing up of all times.
- Print out management reports as required
- To provide support for reception duties and be familiar with appropriate technology and equipment and provide a confident and friendly telephone service.
- To communicate at all levels within the company, liaising with support staff at Head Office.
- To carry out all advertising as required, in support of Branch Media admin.
- 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 maintain the key system in the sales department.
- 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 assist when required to and answer all reception enquiries, telephone, reception counter, email and internet reliably and sensibly with impartiality towards all salespeople.

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- To attend support staff meetings held in Palmerston North as required.
- To assist in organising functions for auctions, professional evenings and client functions.
- Take any minutes that are required for branch or company meetings.
- Any other duties befitting the level of the position that may be required from time to time.
- To be ready for work on time, presented in a neat, tidy and professional way in company subsidised uniform.

Responsibilities:

- There are no leadership responsibilities within this role