

# 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:

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

### Duties:

- Enter new properties accurately and promptly into our software
- Create marketing material for all the current listings
- Paginate advertising for the branch as required
- Processing Sale and Purchase Agreement into our software and provide copies to the involved parties in a timely matter
- Working alongside our finance department to ensure owners and salespeople are well taken care of
- Coding invoices for branch or salespeople costs
- Reconcile the petty cash card system
- Providing outstanding customer service to both our external and internal clients
- Ensure that the reception and staff areas are kept clean and tidy at all times
- Branch presentation level kept to a high standard including window displays, brochures and waiting areas
- Keeping the office stocked with branded material, general stationary and listings supplies
- Liaising with all departments in the Support Centre to ensure processes are followed correctly
- Utilising the company provided programs such as Office 365
- Assisting the salespeople and managers with any necessary documents or letters that they require
- Dispatch mail
- Updating the branch Facebook page with relevant content
- 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
- Attend online or in person training sessions as required from management and the training department
- Coordinating maintenance on the building and office technology as required
- Provide cover in mutual agreement with your employer for any of the other branch locations within the region, in the absence of staff

### Responsibilities:

- There are no leadership responsibilities within this role