

Job Description: Branch Administrator

Palmerston North Branch Administrator

Position: Palmerston North Branch Administrator

Reporting to: Snr Sales Support and PA to Paul Roache (Katherine)

Monday – Friday: 8.30am – 5.30pm (1hr for lunch)

Summary

- To provide support and assist with administration and reception duties to the highest standard to enable the smooth and efficient operation of the Head Office building
- To assist in the day to day duties of the Company Executive Assistant as and when required.
- To assist the Property Managers with daily administration support.

Job Description:

Critical duties

- WOW each and every person that walks through our doors
- Be the face of Property Brokers, greet clients and visitors in a professional and courteous manner, offering refreshments where appropriate.
- Be the voice of Property Brokers, answering phones in the correct manner “Welcome to a great day at Property Brokers, you’re speaking with...” direct where needed and take messages to be passed on.
- Empty DX mail daily – distribute within branch and redirect mail to applicable branches nationwide.
- Checking of Service@pb.co.nz email inbox and doing tasks as per emails
- Maintain entrance, meeting rooms, greeting and general reception area to an immaculate neat and tidy standard
- Keep relevant marketing material on displays up to date
- Maintain all meeting rooms and staff social room calendars and keep rooms to an immaculate standard, ensuring they are all stocked with the correct supplies and equipment
- Ensure that office systems run smoothly and efficiently at all times
- Distribution of courier parcels – advise who has parcels to pick up in old rentals area – keep area clear and tidy
- Be an administrator for the Property Management team when rotation requires

PN Sales Administration

Assist other branch administrators with entering of:

- Listings
- Sale and Purchase Agreements
- Settlement Advices
- Checking of pnadmin@pb.co.nz email inbox and doing tasks as per emails
- Assist Snr Sales Support with any events as and when required
- Assist agents where applicable with any administrative support

Event Squad

- Organise and send out Event Squad Committee Meeting invites
- Attend and minute take each Event Squad Meeting
- Administer eventsquad@pb.co.nz email address
- Help to organise events for the building alongside the rest of the committee
- Coordinate ‘Cake Day and WOWer of the Month’ monthly

Job Description: Branch Administrator

- Distribute birthday cards and company gift (ie \$20 Local voucher) to managers for staff birthday's monthly
- Manage PN Branch birthday spreadsheet
- Organise WOWER nominations to be printed by Marketing and distribute
- Provide list of birthdays and nominations to Guy (or management) ahead of WOWER presentation which is the last Wednesday of every month.

Head Office Administration

- Any activities necessary to maintain a clean and inviting office and ensure it is run in a professional and efficient manner.
- All other duties as required from time to time to fulfil the role fully.

Property Management Administration

- Update information on whiteboards daily
- Full management of the key register, including allocation/removal/auditing for Palmerston North Property Management teams
- Oversee all properties being advertised, correct mistakes, make them go live and once live, keep the content up to date
- Assist Business Development Manager by entering new managements as required.
- Management of rentals key register, new managements and contractors for maintenance, checking keys in and out when required
- Register tenants for viewings and assist with rental applications
- Ensure rental lists for the public are kept stocked and up to date on the front desk, update as needed
- Keep all Property Management forms stocked in reception

Oversee Cleaning and Stocking of Kitchen (tasks as done by After School helper)

- Keep staffroom area and supply cupboard stocked at all times
- Keep toilets stocked with paper towels, toilet paper and soap every morning
- Keep kitchenette (in auction room) supplies stocked daily (coffee, tea, sugar, milk, mints and serviettes)
- Ensure each morning that the dishwashers are empty, and the kitchenette is in a clean and tidy state

Responsibilities:

- There are no leadership/staff responsibilities within this role.
- Order stock for supplies cupboard as required ie alcohol, nibbles etc
- Update 3CX Company phonenumber as required ie new branches/staff members nationwide
- Check Booqable system weekly and send equipment when required
- Organise collection of Ricoh toner cartridges for recycling as required and replacement boxes