



# Administration Support

## Position Description

*Our Mission: To provide high quality and cost-effective linen services to the DHB's and our commercial customers*

<b>Reports to:</b> Office Manager	
<b>Role Purpose:</b> Complete general, accounts, HR and customer support administration tasks as required to contribute to the smooth operation of Canterbury Linen Services administration function, allowing the organisation to fulfil its mission.	
<b>Functional Relationships:</b>	
<b>Internal:</b> <ul style="list-style-type: none"> <li>Office Manager &amp; Business Support</li> <li>Management Team</li> <li>All other staff</li> </ul>	<b>External:</b> <ul style="list-style-type: none"> <li>DHB Customers</li> <li>Trade Customers</li> <li>Suppliers</li> </ul>

Responsibilities	Key Measurables
<b>Accounts Administration</b> <ul style="list-style-type: none"> <li>Reconciliation of purchase orders, process Accounts Payable invoices ensuring invoices and electronic attachments are scanned and stored appropriately</li> <li>Process all daily dispatches including weekly and monthly charges ensuring all deliveries are correctly processed</li> <li>Investigate and resolve any irregularities or enquires</li> <li>Emailing of weekly accounts</li> <li>Raise purchase orders as requested</li> <li>Assist with New Vendor setup when required</li> <li>Assist with Monthly AP payment run</li> <li>Assist with EOM processing</li> </ul>	<ul style="list-style-type: none"> <li>Accounts Administrative tasks completed accurately and within specified timeframes</li> </ul>
<b>HR / Production Administration:</b> <ul style="list-style-type: none"> <li>Maintain the HR information system to ensure data is accurately recorded and managed and ensure electronic filing of documentation is completed</li> <li>Assist with HR clerical and administrative duties</li> <li>Responsible for creating and printing weekly timesheets and distributing pay slips</li> <li>Responsible for creating weekly production report</li> </ul>	<ul style="list-style-type: none"> <li>Information is stored in accordance with the Privacy Act</li> <li>HR Documentation is stored in alignment with CLS policies and best practice</li> </ul>
<b>Customer Service:</b> <ul style="list-style-type: none"> <li>Provide customer service to all CLS customers alongside the Customer Service &amp; Sales Manager.</li> <li>Work with the Office Manager setting up new customers or making customer changes within the Bundle and Sage systems.</li> <li>Work with CLS Trade and DHB packing teams to ensure processes are correct</li> </ul>	<ul style="list-style-type: none"> <li>Respond to customer queries within reasonable timeframes</li> <li>Ensure new customers are setup accurately within both systems</li> </ul>

<b>General Office and Reception Duties:</b> <ul style="list-style-type: none"> <li>• Greet and assist visitors with their requirements</li> <li>• Support with ensuring records are kept up to date in CRM regarding the company, employees, incidents, production, training, vendors, and machinery.</li> <li>• Answer and transfer of incoming calls to the appropriate person as required.</li> <li>• Check, sort and respond to Admin emails as required</li> <li>• Order office stationery</li> <li>• Order of cafeteria supplies, staff amenities and cleaning supplies</li> </ul>	<ul style="list-style-type: none"> <li>• Positive customer feedback / no customer complaints</li> <li>• Visitors greeted and helped in a positive and friendly manner</li> <li>• Supplies and stationery stocked up to appropriate levels</li> </ul>
<b>Health and Safety Environment:</b> <ul style="list-style-type: none"> <li>• Provide a safe work environment for your team, customers, and yourself</li> <li>• Take appropriate action if a dangerous situation is noticed and make all reasonable efforts to make it safe</li> <li>• Comply with relevant standards and CLS Health and Safety policies</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates and adheres to relevant HSE systems</li> <li>• Participates in appropriate training courses</li> <li>• Acts Safely and promotes safe behaviour at all times</li> </ul>
<b>Other Responsibilities:</b> <ul style="list-style-type: none"> <li>• Work closely with Office Manager, Business Support and other team members to contribute to overall team goals.</li> <li>• Contribute to overall CLS team as required</li> <li>• Any other tasks as reasonably required</li> </ul>	<ul style="list-style-type: none"> <li>• Positive contribution to CLS team culture</li> </ul>
<b>Professional and Career Development:</b> <ul style="list-style-type: none"> <li>• Maintaining professional and technical knowledge by attending educational workshops and establishing personal networks</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates competency and recommends future self-development opportunities</li> </ul>

<b>Job Skills:</b> <ul style="list-style-type: none"> <li>• Friendly and personable</li> <li>• Positive and energetic outlook</li> <li>• Excellent team player</li> <li>• Strong attention to detail</li> <li>• Able to communicate in a professional, respectful, and compassionate manner</li> <li>• Committed to getting the job done</li> <li>• Flexible adaptable approach</li> </ul> <b>Job Requirements:</b> <ul style="list-style-type: none"> <li>• Strong MS Office Suite proficiency</li> <li>• Technology proficiency</li> <li>• Prior administration experience</li> <li>• Knowledge or exposure to Accounts Payable / Accounts Receivable</li> <li>• Interest in HR and Health &amp; Safety</li> <li>• Strong verbal and written communication skills</li> <li>• Customer Service skills</li> </ul>			
<p>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 and development review.</p>			
<b>Prepared by:</b>	Office Manager	<b>Version:</b>	1
<b>Date:</b>	May 2022		