

Diamond Blue Trade Hub (DBTH) Admin Role

1. POSITION IDENTIFICATION :

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| Title | Admin Role 1 |
| Functional Area | Reception/Admin area Botany |
| Reports to | Directors of DBTH |
| Salary | _____ |
| Employment Status | Full time |
| Trial Time | 3 Months |

2. POSITION OBJECTIVE:

1. Inbound/Outbound calls
2. Various administration tasks including maintaining a CRM database
3. Build/ Maintain Client relationships
4. Receivables Chasing
5. Monitoring and recording leads
6. Basic financial tasks including assisting with weekly & monthly reporting
7. Creating monthly company newsletters
8. Weekly press releases with Ops manager
9. Basic website updates
10. Establish and update Procedures on tasks within your role
11. Maintain relationships with tenants of DBTH
12. Billing and Statements for tenants of DBTH
13. Fill in timesheet

3. COMPETENCIES REQUIRED

The following competencies are required for this position:

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| Communication | Internally to directors of Company Externally to Current and Potential Tenants of Trade Hub General Public |
| Team work | As this role is newly established to the Trade Hub, Teamwork with: <ul style="list-style-type: none"> - Directors - Tenants of trade hub - Sub-Contractors - General Public <p>is a necessity to achieve the end goal of establishing this new department</p> |
| Problem solving | This System and role may require changes due to things such as: <ul style="list-style-type: none"> - Changes of tenants requirements - Discrepancies between tenants within Hub - Unforeseen changes/issues <p>and will require methodic “1-10-5” problem solving strategies. This process must be followed at all appropriate challenge points</p> |
| Self Management | This Position will be self-managed by applicant under instruction of Director of Admin/Sales. The person who meets this role must record time spent on each tenant for costing/billing purposes until required no further. |
| Planning and organising | This role requires an organised person who methodically works through the role with systems and procedures whilst always on the lookout to make improvements to the systems manual |
| Technology | <ul style="list-style-type: none"> • Having a range of IT skills such as: <ul style="list-style-type: none"> - Excel - Power Point - Smart Trade System (will be trained on the job) - Outlook - WOIP Phone system - Mobile Phone |
| Learning | <ul style="list-style-type: none"> • The person in this role must always be on the lookout for further leanings when possible and record/document them as required |

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| Initiative and enterprise | <p>1. Sustainability of Admin Centre</p> <ul style="list-style-type: none"> - Keeping in mind this Division of the company (DBTH ADMIN) needs to be a profitable enterprise in it's own, constant evaluation of costs, income and profitability will be required. Initiative to increase profitability whilst still maintaining quality service to tenants is required. <p>2. Harmony</p> <p>Harmony amongst tenants is a must as so many people are involved. This will require initiative for ideas to maintain this atmosphere amongst the place. This includes constant and clear communication to all involved. This role may also require "Mediator" like qualities.</p> |

| 4. KEY PERFORMANCE OBJECTIVES | |
|--------------------------------------|--|
| Outputs | Key Performance Indicator |
| Maintain Call input | All enquiries responded in 24 hrs |
| Receivables | Kept under 8 % of Annual Revenue |
| Reporting | Reports lists completed in due time |
| Procedures | 100% of role items procedures and updated min 1 x new per month |
| Price List | Pricelist of services completed within term of initial contract |
| Time Sheet | 100 % accurate weekly |

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| <p>5. PERSON SPECIFICATION QUALIFICATIONS/KNOWLEDGE/EXPERIENCE</p> |
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- Qualifications – Desirable:
- MYOB Training

Knowledge, Skills & Experience (Essential):

- Experience running admin department
- Basic Computer Skills
- Good Phone Manner
- Leadership Qualities
- Excel

Knowledge, Skills & Experience (Desirable):

- Bookkeeping skills
- Can read P+L and Balance Sheets
- Accountable and responsible Mentality

6. ORGANISATIONAL RELATIONSHIPS/AUTHORITY

ORGANISATIONAL RELATIONSHIPS

Reports to:

Directors of DBTH

Manages:

Admin Office

Internal Contacts:

Tom Gustin

Daniel Halse

Marton Major

External Contacts:

Pattons

Diamond Blue Removals

The Green Room

Tepee Life

Sharp Carpet Cleaning

ORGANISATIONAL AUTHORITY

7. OCCUPATIONAL HEALTH AND SAFETY

Employees are responsible and accountable for:

- Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
- Active participation in activities associated with the management of workplace health and safety
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace
- Correct utilisation of appropriate personal protective equipment

- Keep tenants compliant to their OHS policies

8. GENERAL RESPONSIBILITIES

- Answer Calls
- Monitor leads
- Job Card Set up
- Allocate time to Sales team for addressing leads
- Attach Documentation/Notes to Smart Trade
- Forward Messages to appropriate responsible person
- Monthly 5 Ways report

ACKNOWLEDGEMENT

This job description has been designed to indicate the general nature and level of work performed by persons within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Employee:

Direct Manager:

Signature:

Signature:

Date Issued:

Prepared by:

Tom Gatin