



Tineli Limited

JOB DESCRIPTION

Job Title	Office Administrator
Reports to	Managing Director
Date prepared/Revised	February 2019
Job Status/Hours of work	Permanent full-time.

Our Goal

Tineli is NZ's favourite cycling clothing brand. Our mission is to be every New Zealander's favourite cycling company in every key area, from our products, our designs, our communication and our user experience.

The same values apply everywhere in the world that we do business.

Role Purpose

To ensure the efficient operation of Tineli NZ and international through the provision of high quality, professional administrative and operational support. This is a role that requires exceptional administration, organisational, customer service and relationship management skills. The job holder will be a highly computer literate cycling fan.

Key Responsibilities

Key Result Areas	Key Responsibilities	Frequency
General Administration	• Processing and invoicing of customer orders	As needed
	• Processing customer order packing lists	As needed
	• Checking and processing of distributor documentation	As needed
Financial	• Monthly debtors including reconciliation, statements and debtors collections and follow up.	Monthly
	• Credit management and payments	Fortnightly
	• Recording transactions, account reconciliation	Monthly
	• Sales commission calculation	Monthly
Sales / Sales Force Administration	• Monthly reporting	Monthly
	• Tracking stale leads and backorders	As needed
Customer Service	• Customer service by email and phone	Daily
	• Collect and collate customer feedback.	As needed

Marketing support	• Website maintenance – posting news/blog/Facebook entries; edit content; uploading of new images	As needed
	• Write press releases and product features for magazines, website and Facebook	As needed
	• Development and management of marketing database	
	• Managing branding banners, tents, etc	
	• Preparation of marketing newsletters	
Report Preparation	• AR reporting	Monthly
	• Old orders	Monthly
	• Sales representative's reports	Monthly
	• Customer classification report	Quarterly
	• Freight price report	Annually
Office Maintenance	• Clearing waste bins.	
	• Office supplies management.	
<p>In addition to the duties listed, the job holder will be required to undertake other duties as reasonably requested from time to time.</p>		

Experience / Skills Required

Essential skills and experience

- Exceptional attention to detail and follow through
- Good administration and numeracy skills
- Good written skills – clear language and good grammar.
- Strong organizational skills with the ability to prioritise and complete tasks calmly when under pressure or facing tight deadlines
- Good team worker – know own strengths and seek/accept input from others as needed.
- Strong time management skills
- Customer focused with excellent communication skills
- A confident self starter able to set goals and achieve them
- Ability to work autonomously and on own initiative
- A positive, enthusiastic, 'can do' attitude
- Ability to work to, and follow, set systems as well as innovate upon current systems
- Ability to relate and communicate with people from a variety of backgrounds
- Web and computer savvy. Strong database management and MS Office (Word, Excel, Outlook. Be proficient with mail merge and familiar with pivot tables)

Desirable skills and experience

- Certificate in Business Administration (Level 2) or equivalent
- Three years previous experience in a similar role
- Prior accounts administration experience
- Familiarity with MYOB
- Able to attend occasional events would be a bonus.
- Basic familiarity with graphic design process and software
- A cycling enthusiast

Applicants should have New Zealand residency or a valid NZ work permit.

Working Relationships

Internal

- Directors
- Sales Representatives
- Graphic Designers
- Marketing

External

- Customers
- Suppliers
- Manufacturers
- Associated companies