



Job Description

Position Title	Business Support Administrator
Organisation	Hill Laboratories

Functional Relationships	
Reports to	Customer Experience Manager
Reporting staff	None
Liaise with	Other Administration staff, Inwards Goods/Facilities Officers, Procurement Team, Finance Staff, IT Staff, Senior management, Executive management, Client services managers, Section managers, Laboratory staff, Customers, Suppliers, Contractors
In absence of incumbent	Duties will be carried out by other Administrators. The Customer Experience Manager will be responsible for ensuring that the duties are effectively delegated.

Job Brief:

Hill Laboratories enables business to do great business. We are commercial providers of analytical services to a wide variety of customers in New Zealand and overseas, with around 400+ staff employed in the organisation throughout branches around NZ. We are recognised by our customers as NZ's leading analytical service provider.

This role is a part of the Commercial Team and therefore contributes to the success of Hill Laboratories. The role of the Business Support Administrator is to:

- Enable the company to operate effectively by managing incoming calls and emails from national and overseas clients, suppliers and the general public
- Supporting Health & Safety in the organisation by managing incoming visitors and contractors to the site
- Providing clients with excellent front line reception service at our Hamilton head office
- Assisting with the business workflow by managing customer data and jobs for services in our LIMS system
- Managing use of resources and travel for staff

About Hill Laboratories:

We are recognised by our Clients as being a leading provider of commercial analytical services to a wide variety of Clients and Industries within the domestic and international markets, and we continuously strive to use the latest technologies available to supply the most accurate and reliable results.

Our Vision:

We are a lab of choice because we are reliable, trusted and respected. We are the recognised experts in our field and we make it easy for our Customers to work with us.

Our Values (PIHA):

People are valued and we enjoy our work

Innovation and Agility

Honesty and Integrity

Accountability and Discipline

Our Reason for Being

We make a difference for our customers by helping them increase their productivity, ensure safety, minimise environmental impact, meet regulatory requirements and support their communities' well-being

Expected Key Outcomes

Accountability	Deliverables / Outcomes
Customer Service	<ul style="list-style-type: none"> • Attend to all walk-in customers, suppliers and contractors and provide a professional, welcoming, clear and friendly greeting upon introduction. Announce their arrival to the appropriate staff member and allocate visitor passes, making them aware of the health and safety regulations if visiting the laboratory (where required). • Answer all telephone calls and emails promptly, managing their enquiries effectively so that customers receive a positive experience at their first point of contact with Hill Laboratories. • Ensure phone calls are logged in the CRM system • Provide a clean, tidy and organised environment for the customer to enter and ensure customer supplies are always readily available. • Filter enquiries to the correct receiver in the first instance by obtaining enough information from the customer and listening for “key words” to identify the correct department to be transferred to. • Provide a screening process by answering any questions from the client that can effectively be dealt with by reception, with the available resources, so client managers are able to better manage their time spent on client contact more effectively • Assist internal customers/departments with general clerical duties including mail-outs, photocopying, binding, typing, formatting documents, filing, email when required • Customer enquiries and requests via email and telephone including voice mail messages are actioned promptly and are closed off the same working day they are received or the enquirer is notified when they can expect to hear back if more investigation/work is needed. • Manage the use of loan resources at the Client Reception by issuing out and following up on return of loan augers
Internal Communication	<ul style="list-style-type: none"> • Assist in internal business communications by keeping noticeboards up to date, removing any outdated flyers/notices • Ensure communications posted to the Intranet and TV’s are current • Engage with the business to collect content for production of the weekly staff eNewsletter (Friday Flash), and ensure that this is produced each week on a Friday, by mid-afternoon.
Travel Coordination	<ul style="list-style-type: none"> • Coordinate internal travel bookings in accordance with the Staff Travel and Accommodation Policy • Provide training and support to staff members that are new to business travel using the Orbit on-line tool. • Set up new travellers with a log-in and password. • Advise travellers of alternative options, where appropriate, to ensure value for money and convenience for the traveller. • Liaise with the traveller to organise any conference registration and payment, where required. • Assist with changes to flights or travel arrangements where necessary. • Educate the traveller on company policies where required. Monitor late bookings of travel arrangements and registration and relay any travel inconsistencies to the appropriate line manager, where appropriate.
Administration	<ul style="list-style-type: none"> • All tasks for the workstation are completed in line with the suggested frequency for the day. Assisting other workstations if all tasks are up to date. • Incoming mail should be delivered to the appropriate person/department promptly each morning • Outgoing mail should be prepared for the service provider to collect

	<ul style="list-style-type: none"> on a daily basis, at the end of the day All job queries, purchase order requests and supplied items are to be actioned consistently throughout the day. No examples of cases left unattended at the end of the working day Take ownership of the Customer Data Management, following the protocol to ensure data consistency and managing requests efficiently to minimise workflow disruption Ensure office equipment is in good working order daily and anticipating any avoidable maintenance so staff are able to work without interruption to their workload. Ensure all stationery supply levels and promotion materials are maintained and monitored weekly so staff are able to work without interruption to their workload. Ensure meeting rooms are maintained to a high level of order Support the rest of the Admin team by being available to provide cover at short notice during staff absences. Be adaptable to assist with all other administrative or clerical duties requested by the Customer Experience Manager.
Quality Management and Broader Organisational Goals	<ul style="list-style-type: none"> Produces work of a high standard with no avoidable errors or mistakes Checklists and procedures are followed every time Correctly filed customer records and data are able to be easily located and accessed by appropriate staff. Document storage procedures are complied with as per regulations (KB 2901).
Personal Development	<ul style="list-style-type: none"> Actively participate in monthly reviews with your direct line manager, including an assessment and of work-related learning and development and training requirements
Health and Safety	<ul style="list-style-type: none"> Take responsibility for personal compliance with Health and Safety policies and procedures. Ensure personal safety and the safety of co-workers while at work. Identify, take appropriate action and promptly report any health and safety and/or security incidents. Accurately report and record workplace incidents and injuries. Take responsibility for Health & Safety checks in the Administration area, to ensure the environment is safe to work in and equipment is in working order Ensure that the workplace is clean and safe, actively promoting all aspects of Health and Safety in the workplace

Educational and experience competencies required:

1. Previous experience in an office environment
2. Intermediate computer skills with previous experience in the Office Suite
3. Excellent telephone manner
4. Previous customer service experience

Key Performance Measures:

1. Work is completed in agreed time frames and to Quality standards
2. Agreed team goals are met
3. Personal Development goals are met
4. Practice company values and expected behaviours

Behavioural competencies required:

Demonstrates Self Awareness

Uses a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses.

- Reflects on behaviour and how it impacts others
- Proactively seeks and accepts feedback for personal development and areas for improvement
- Takes accountability and learns from mistakes
- Recognises strengths, weaknesses and limitations as opportunities for self-development
- Exhibits PIHA values

Effective Collaboration

Builds positive relationships and rapport to work collaboratively with others to meet shared objectives.

- Recognises and engages the expertise and experience of others
- Works positively together with others across the organisation
- Actively works to gain trust by being transparent and supportive of others
- Provides timely and relevant information to others across the organisation
- Adapts communication approach depending on the message and audience

Results Focused

Consistently achieves results, even when faced with tough challenges.

- Seeks growth and welcomes new opportunities for change
- Displays a 'can do' attitude
- Motivates oneself and helps others achieve results
- Balanced, sustainable approach to quality, TAT, H&S and enjoying work

Signed

Approved by:

(line manager name)

Position:

Signature:

Date:

Agreed To By:

(employee name)

Signature

Date:

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