

## Quick look

Role title	Team administrator and project coordinator
Reporting to	Chief Operations Officer (COO)
Date	July 2023

## Who we are

Aotearoa's peak body supporting the exercise community. A skilled, passionate team, we support exercise businesses of all types and sizes, including gyms, recreation facilities and studios, as well as the trainers and teachers operating within them - while also encouraging more Kiwis to be physically active through exercise.

## Ambition

We are committed to the organisation's development and expansion, the growth of the New Zealand exercise industry, the exercise professionals within it, and the promotion of exercise to the community.

## Our Mission

Our mission is to help more Kiwis become physically active through exercise.

## Your role

The Team administrator role plays an important part in helping the ExNZ team to run smoothly and efficiently, while at the same time providing an excellent membership experience. The role is varied and provides administrative support in a number of areas including processing accounts, coordinating special projects, helping out with ExNZ events and assisting the team with processing memberships during our high-volume periods.

Finance administration	<ul style="list-style-type: none"> <li>• Receive and code accounts payable/expenses.</li> <li>• Process accounts payable/expenses in line with required timeframes.</li> <li>• Update MYOB to ensure accurate records are maintained.</li> <li>• Assist with invoicing.</li> <li>• Issue receipts.</li> </ul>
Project coordination	<ul style="list-style-type: none"> <li>• Working in collaboration with the COO and others, plan, coordinate and deliver projects. This could include coordinating annual or one-off surveys, documenting processes, research information and drafting and/or coordinating communications or marketing material.</li> </ul>

ExNZ – Confidential

*Note: Here's the fine print. This position description is intended only as a general guideline of key responsibilities and measurements. ExNZ reserves the right to amend or change the position description as it deems appropriate to accommodate the needs of the business.*

	<ul style="list-style-type: none"> <li>• Use tools (e.g. Trello) to plan, track and monitor project progress.</li> <li>• Record outcomes and implement recommendations for improvement.</li> </ul>
Membership administration	<ul style="list-style-type: none"> <li>• Assist with membership registrations during high volume times, including ensuring membership criteria have been met and that the application process is completed fully and to the required standard.</li> <li>• Respond to membership queries, ensuring a first-class membership experience.</li> <li>• Assist with membership fulfilment activities (e.g. issue welcome packs etc)</li> <li>• Oversee and administer the online store. Despatch goods and undertake stocktakes as required.</li> </ul>
Team Administration	<ul style="list-style-type: none"> <li>• Take ownership of assigned work to assist with the smooth running of the team. This includes but is not limited to: <ul style="list-style-type: none"> <li>○ Providing accurate and confidential administrative support where required.</li> <li>○ Monitoring inboxes and responding/forwarding requests for information.</li> <li>○ Scheduling team meetings and where required taking minutes and following up on agreed actions.</li> <li>○ Assisting with the organisation of staff events.</li> <li>○ Providing event management support to ensure the successful running of ExNZ roadshows and events.</li> <li>○ Scanning and creating digital paper records.</li> <li>○ Assisting with mailouts and marketing activities.</li> </ul> </li> </ul>
Standards & processes	<ul style="list-style-type: none"> <li>• Actively contributes to improving ExNZ's processes to improve our membership experience and grow our membership base.</li> <li>• Proactively establishes and documents systems and processes to support the team to become more efficient.</li> </ul>
Emerging technology & continuous improvement	<ul style="list-style-type: none"> <li>• Commit to learning and development plan.</li> <li>• Identify opportunities for innovation.</li> <li>• Keep abreast of related industry developments and trends.</li> </ul>

## Your work and skills.

The knowledge and experience required in your role.

## Key performance measures

How do you know you are successful in your role?

- Goals and KPIs are defined and agreed upon annually.

Team administration	<ul style="list-style-type: none"> <li>• Overflow support is provided during peak workload periods (e.g. membership renewals, prior to and during events, etc)</li> <li>• Team meeting outputs are recorded, tracked and implemented.</li> </ul>
Finance administration	<ul style="list-style-type: none"> <li>• Accounts payable and expenses are processed within the required and agreed timeframes.</li> </ul>
Project support	<ul style="list-style-type: none"> <li>• Projects are completed within the specified time and are of the agreed quality standard.</li> </ul>
Membership administration	<ul style="list-style-type: none"> <li>• Memberships are processed within the agreed timeline.</li> </ul>
Standards & processes	<ul style="list-style-type: none"> <li>• Standards and processes are followed.</li> </ul>
Emerging Technology & Continuous Improvement	<ul style="list-style-type: none"> <li>• Suggests and gains agreement to implement improvements to ExNZ's processes, approach, and/or strategies</li> </ul>

## Competencies

<ul style="list-style-type: none"> <li>• Planning and organising</li> <li>• Attention to detail</li> <li>• Excellent communication skills</li> <li>• Problem-solving</li> <li>• Computer literacy</li> </ul>	<ul style="list-style-type: none"> <li>• Collaboration</li> <li>• Professional</li> <li>• Strong numeric competence</li> <li>• Customer focus</li> </ul>
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## Expertise

- 2+ years' experience in a highly administrative and diverse role, ideally with project coordination experience.
- Demonstrated time management and organisation skills.
- Computer literacy with the ability and confidence to learn new skills.
- Good numerical skills.
- A genuine passion for the exercise sector and our mission of getting kiwis moving.
- Excellent written and verbal communication skills.
- The ability to develop effective relationships at all levels.
- Excellent customer service skills.
- The ability to work independently and the tenacity to see assigned projects through to completion.

## **Working relationships**

- ExNZ team
- Members and Customers
- Suppliers
- Outsourced providers

## **Limits of authority**

- This role has no direct reports, budgetary control, or purchasing authority.