



## JOB DESCRIPTION

<b>Job Title</b>	Office Administrator
<b>Reports to</b>	
<b>Date prepared/Revised</b>	February 2017
<b>Job Status/Hours of work</b>	Full-time, permanent – 8.00am – 5.00pm

### Our Mission

Vircom Energy Management Services is New Zealand's largest electrical metering field services provider, servicing meter asset owners and electricity retailers nationwide, and also providing connection to electricity networks and specialist inspection services.

### Role Purpose

The Office Administration is responsible for the day-to-day running of the office, liaising with clients and planning work for technicians. Critical role components are the delivery of effective work scheduling (detailed below) along with the provision of a high quality, efficient and effective administration service.

### Key Responsibilities and Accountabilities

- Scheduling work
- Data entry
- Receiving and screening calls
- Scheduling jobs using the electronic job management system
- Liaising with clients to schedule work for technicians
- Issuing work instructions
- Re-prioritising jobs for urgent work
- Providing administration support to field technicians
- Organising and ensuring maintenance of technician qualifications and certifications
- Reconciling jobs and invoicing
- Checking and receipting incoming supplies

### Experience / Skills Required

- The ability to work unsupervised and, at times, sole charge in a busy trade environment.
- Strong planning and organisational skills
- Strong multi-tasking skills with the ability to prioritise and work calmly under pressure to tight deadlines
- Proven track record of success in a busy environment with changing and competing priorities; flexible and adaptable in approach
- A confident decision maker with good initiative
- Customer focused with excellent communication skills
- Ability to relate well to people at all levels both internally and externally (suppliers and customers), and to work effectively as a team member
- Commitment to excellence in the delivery of work, along with strong attention to detail
- Strong technical ability and proficiency with Microsoft Office Suite (Word, Excel, Outlook)
- Strong written and verbal comprehension and a good level of numerical ability
- Experience in a similar position

You will also be required to undertake other duties as reasonably requested from time to time.