

TOURISM NEW ZEALAND JOB DESCRIPTION

Position: i-SITE Administrator

Location: Wellington

Responsible to: Manager – i-SITE New Zealand

Regular Points of Contact:

- Managers and Members of the i-SITE Network
- i-SITE Board members
- i-SITE Operations Manager and Marketing Manager
- Key Suppliers to the i-SITE Network
- i-SITE Training Staff
- Tourism Development Team
- Breathe Communications (i-SITE Extranet developers)

Position Description

The position is primarily responsible for providing professional, coordinated office and administrative support for the i-SITE New Zealand team. It is also responsible for management of the i-SITE Extranet content and support of the i-SITE National Database.

Key Result Areas

i-SITE Administration:

- Undertake all office support functions, including mail outs, travel, stationery monitoring and ordering, invoice processing and banking, filing, and word processing
- Accurately check and process all i-SITE invoices and prepare i-SITE cheques for signing and manage the SAP environment for the i-SITE team
- Arrange travel for i-SITE management and board as required
- Undertake accounts preparation and debtor management regularly
- Assist with preparation of invoice summaries to TNZ Finance, including Withholding tax
- Assist with coordination of ATTTTO quarterly grants process
- Other general administration support of the i-SITE team as required.

i-SITE Membership Management and Support:

- i-SITE Member Management; including membership subscriptions and member database, finances, travel forecast updates, filing
- Receive and manage all i-SITE member subscriptions within reasonable timeframes, advising members of renewals and updates regularly
- Undertake records and database management of i-SITE members, filing, responses to enquiries, preparation of Board papers (including AGM and election process)
- Resolve i-SITE training issues, and manage the monthly update of the i-SITE Training travel coordinator's travel forecasts

- Manage the i-SITE uniform, ordering and distribution
- Dealing with general enquiries from the network
- Coordination of i-SITE regional updates
- Assist with mail outs, uniforms, Mystery Shopper Reports, Deloitte's Survey and all other marketing support functions, as required, which contribute to increasing motivation of visitors to travel to New Zealand.

Extranet and National Database:

- Content management of the i-SITE Extranet
- Monitor and report on Extranet user activity making use of Google Analytics
- First point of contact for Extranet users, responding to requests promptly, managing help desk e.g. issues log, and providing training support for users
- Develop and produce internal communications via the Extranet i.e. members "inSITE" newsletter, as well as assisting i-SITE centres with news releases and advertising material
- Data entry and validation for national suppliers on i-SITE database.

Person Specification:

Specific Competencies

- Enthusiastic interpersonal style that promotes effective communication, unity and respect with people across the organisation, and with those externally
- Well developed and effective verbal, written communication skills
- Strong organisation ability
- Ability to act diplomatically, tactfully and with discretion and integrity at all times
- Conscientious, thorough, and competent in producing accurate and high quality documents within specified timeframes
- Respected and participative team player
- Proactive and driven to achieve and implement continuous improvements
- Adaptable and flexible working style, and understanding of the need for organisations to adapt.

Desired Qualifications/Experience

- Minimum of two years administrative experience within a dynamic environment
- Sound working knowledge of office procedures, systems and processes, including some basic bookkeeping
- Well developed PC literacy and efficiency in Word, Excel, PowerPoint, Email and experience with other information technologies
- Operational knowledge within a demanding and/or high profile working environment, together with experience in managing multiple priorities will be invaluable
- Excellent understanding of expectations and standards within a customer service environment
- Some knowledge and understanding of the tourism industry would be an advantage.

Prepared by: Andrew Leslie – Manager i-SITE New Zealand
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