

# RECEPTION AND FACILITIES ASSISTANT



REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Facilities and Business Operations Manager,	Auckland or Wellington	None	Strategy, People and Partners (SPP)

**“Our purpose is to grow companies internationally – bigger, better, faster – for the good of New Zealand”**

## **WHY IS THIS ROLE IMPORTANT? | TE MANA Ō TE MAHI?**

To ensure our people feel comfortable, engaged and work at their best through a well-maintained environment.

As Brand ambassador and face of NZTE, you will provide manaakitanga (hospitality, kindness, support) to our NZTE people, customers and visitors.

## **WHAT’S THE ROLE ABOUT | TE NGAKO Ō TE MAHI?**

### **The most important work of this role is to...**

- Provide the ‘delight’ factor - professional, friendly, efficient and customer focused service for front of house, reception, project or event support.
- Provide assistance to NZTE people with facility requests and enquiries.
- Provide telephone, mailroom and concierge services - e.g. manage meeting rooms, equipment/vehicle bookings, order stationery and kitchen consumables, order business cards and corporate stationery, code invoices, organize couriers and mail.
- “Owns” the reception floor areas to ensure things are in place and areas are beautifully maintained throughout the day.
- Assist the Facilities Manager in ensuring the premises are kept tidy and log ServiceNow requests.
- Administrative support for the Facilities and Business Operations team.
- Action requests received via ServiceNow promptly, therefore ensuring a positive employee experience.
- Assist with desk moves, liaise with the Facilities Manager and NZTE people where necessary

### **And relationships are key to this role to...**

- Continuously strive to improve and enhance the office environment through regular feedback, vigilance and engagement with all NZTE people.

### **Success in this role means:**

- Our NZTE people are able to work efficiently through the provision of an effective office environment.
- The NZTE environment is professional and welcoming to customers and visitors to the office.

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## WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

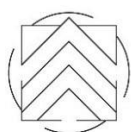
### Our ideal candidate will be...

- Self-starter with strong initiative and thrives on minimal supervision and a 'can do' attitude.
- Excellent customer service ethic, establishes and maintains effective internal and external relationships, gains their trust and respect.
- Problem solver, proactive, highly organized and adaptable.
- Great communicator (written/oral) and strong interpersonal skills.
- Uses their initiative and can be flexible in their approach.
- Proficient in Microsoft systems and applications (Word, Excel, PowerPoint, Outlook).
- Excellent attention to detail and time management.
- Able to think big picture and outside the box, but will also get down into the details and make it happen.
- Passionate about continuous improvement (can ideate and get on with the improvements).
- Should be legally entitled to drive in New Zealand.

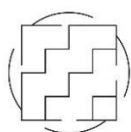
### Our characters | Ō mātou uara

- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps can we truly succeed. That's why 'giving it a go' is the best way to learn.
- **Honesty frees us** – We explore challenges with an open mind. Only when we ask questions and truly listen can we discover the right way forward.
- **Trust binds us** – Our people may be worlds apart, but it's trust that holds us together. Growing a nation is only possible when we keep promises and honour commitments.
- **Manaaki is us** – We celebrate the mana (strength and dignity) of each other as being equal to or greater than our own. We strive to enhance mana in everything we do through our hospitality, generosity and mutual respect.

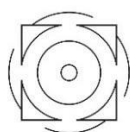
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



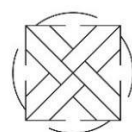
**AMBITION**  
Drives us



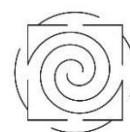
**ADVENTURE**  
Teaches us



**HONESTY**  
Frees us



**TRUST**  
Binds us



**MANAAKI**  
Is us

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## How we lead at NZTE | Ā mātou kawenga ki Te Taurapa Tūhono

Leadership at NZTE takes a broad definition. We see leaders as those who lead others. That can include formal people leaders, leaders through influence or those who are leading our customers. At NZTE we define leadership as *"enhancing mauri to deliver impact"*.

