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**ROLE DESCRIPTION**
**RECEPTION / ADMINISTRATION ASSISTANT**


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**LOCATION:** Picton, Marlborough Region

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**REPORTS TO:** Marinas Customer Services Manager

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**DIRECT REPORTS:** Nil

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**THE BUSINESS CONTEXT:** Port Marlborough is a values-driven, diverse port and marina business with operations across multiple sites in Picton and the Marlborough Sounds. We have a clear vision to lead the way as an environmentally restorative port, driving success for Marlborough.

As Marlborough's regional port, we facilitate a wide range of shipping and marine activities including Cook Strait ferry operations, bulk cargo export, cruise and superyacht visits, aquaculture industry requirements and vessel maintenance. We also operate three significant marinas across the Marlborough Sounds under our Marlborough Sounds Marinas brand.

Our mission is to deliver shared economic, social and environmental value through productive and enduring partnerships: People, Planet and Prosperity through Partnerships.

We are committed to applying our values of Hauora – value well-being, Kaitiakitanga – protect the future, Mahi Tahi – work together, Pono – act with integrity, and Kairangatira – deliver excellence, to everything we do.

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**PURPOSE:** The role has a dual purpose

- To provide front-line customer services to visitors and callers to Port Marlborough's Auckland Street offices, for both Port Marlborough and Marlborough Sounds Marinas customers, and internal colleagues.
- To provide administration assistance to our marinas team, including accurate documentation, data entry, contracts and any such other tasks as may be required from time to time.

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**KEY RELATIONSHIPS:** Customers, visitors, colleagues, Marina Customer Services Manager and Marinas Team

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**KEY ACCOUNTABILITIES**

**Reception**

- Provide first line reception (visitor and telephone) services
- Triage enquiries and answer or redirect queries as appropriate
- Receive and process payments
- Organise and deliver mail and courier services
- Meeting room support
- General office duties

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**Marinas Administration**

Support Marina Customer Services Manager with a variety of marina administration duties including:

- Prepare marinas electronic customer agreements (licences, leases or other documentation), ensuring that these are accurately prepared and executed in a timely way, following agreed procedures for internal review prior to finalisation.
- Maintain marina customer databases to a high standard of currency and accuracy

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- Ensure that information regarding customer requirements is circulated to other members of the marinas team or wider business team as appropriate
  - Assist with the Marinas Contractor Registration system, maintaining the registration database and communicating with Contractors as required
  - Process payments, invoices and receipts
  - Assist with document and marketing materials preparation, for example 'welcome pack' preparation
  - Provide mail-out assistance including for example issue of new/replacement stickers, security cards, maps and similar
  - Undertake data entry and data management as required
  - Undertake any other tasks that may be required to assist the Marinas team
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**Organisational support and other duties**

- Support general office requirements including:
    - Manage all meeting rooms and the kitchen / staff room, ensuring that rooms are clean and tidy, equipment is in good condition and is fully operational
    - Provide support as required for organising catering for Board meetings and other functions
  - Comply with and support all company Health and Safety policies and procedures
  - Comply with and support all company environmental policies and procedures
  - Undertake any other tasks that may from time-to-time be required
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**COMPETENCIES REQUIRED**

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**Mind-set**

- Has a positive outlook and enthusiastic attitude; is well-humoured
  - Resilient and flexible; remains enthusiastic despite setbacks
  - Confident, motivated to achieve goals
  - Understands and can take a strategic approach to achieving long term objectives, is considered in his/her approach
  - An affinity for systems and order; highly organised with a structured approach to work
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**Teamwork**

- Takes a partnership approach to working with others; is fair-minded
  - Acts appropriately and effectively within a team
  - Supports team decisions and shares information willingly
  - Feels accountable for the performance of the team
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**Communicator**

- Has a relatable, empathetic communication style
  - Communicates clearly and concisely, is courteous, open and direct
  - Listens exceptionally well, has good comprehension and is able to converse clearly
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**Integrity**

- Respectful of others at all times; capable of building and maintaining trust-based relationships
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- Deals honestly, fairly and consistently with colleagues and stakeholders
  - Delivers what is promised or committed
  - Behaves consistent with Port Marlborough's values
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#### SKILLS, KNOWLEDGE, EXPERIENCE

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- Excellent communicator; able to develop strong, respectful relationships with a wide variety of people
  - Resilient and flexible; able to work with multiple priorities while maintaining consistency of delivery
  - IT literate; demonstrated capacity to quickly assimilate and work comfortably with a variety of systems
  - Accurate and efficient keyboard, data-entry and Microsoft Office skills, (ie: Word, Excel, Outlook, PowerPoint),
  - Excellent literacy skills, spelling and grammar, written and verbal communication
  - Capable of producing quality documents and written work; good eye for detail and a commitment to getting things right
  - Clean NZ Driver's licence
  - Full COVID-19 vaccination required prior to commencement, and vaccine currency required throughout the term of employment with Port Marlborough
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