



## Job description

<b>Title</b>	Business Coordinator
<b>Number</b>	2LS41 A-C, 100473, 100472, 100471
<b>Group</b>	Regulatory & Community Services
<b>Division</b>	Community Hubs, Arts, Heritage & Events
<b>Reports to</b>	Team Leader: Business Services
<b>Direct reports</b>	N/A
<b>Date</b>	01/06/2022

### Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

### Job purpose

The primary purpose of this role is to

### Key outcomes

<b>The 3 Business Co-Ordinator's- Library Services provide high quality and timely administrative support to the Library Management Team, 5 branch libraries, and their staff.</b>	<ul style="list-style-type: none"><li>• Contribute to the successful delivery of library services through active and constructive participation in the Library Team.</li><li>• Customer privacy and data security is always maintained</li><li>• Reports contributing to nationwide Library statistics are extracted and actioned to maintain the accuracy of the library customer database.</li><li>• Documentation is accurately stored and filed in TCC systems.</li><li>• Management of the booking and invoicing systems for library events and external bookings of library community facilities is accurate and responsive to customer needs.</li></ul>
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	<ul style="list-style-type: none"> <li>• Internal booking and travel requests are completed in an accurate and timely manner.</li> <li>• Administration of the debt recovery process for the libraries, liaising directly with customers to offer information and options.</li> <li>• Support the Group's health and safety responsibilities by ensuring regular updating of Vault incidents, where needed, booking H&amp;S training and uploading training records for staff.</li> <li>• Researching for Library Teams, buying and receiving items for library use.</li> <li>• Be proactive in recognizing where process or system improvements could be made, suggesting alternative solutions.</li> </ul>
<p><b>Customers report a high degree of satisfaction with the assistance they receive</b></p>	<ul style="list-style-type: none"> <li>• Provide the first point of contact and resolution for phone and digital enquiries across all library services, resolving customer questions and supplying options to resolve at the least cost and impact to the customer.</li> <li>• Customer feedback is responded to in a professional and prompt manner.</li> </ul>
<p><b>Undertake accurate and up to date Financial and Asset Management systems</b></p>	<ul style="list-style-type: none"> <li>• Provide financial administration support: budget reporting, purchase orders, P-card purchasing and reconciliation, invoicing, set-up of new creditors and supplier management where required.</li> <li>• Assess and process eligible refunds</li> <li>• Accept and process customer on-line library payments.</li> <li>• Purchase orders and invoices are assessed and processed accurately and on time to ensure that creditors are paid as outlined in TCC's Trade Terms document.</li> <li>• Corporate financial and delegation procedures followed.</li> </ul> <p>Record all purchases/transfers and disposals of Library assets and provide this information promptly.</p> <ul style="list-style-type: none"> <li>• Assess and process eligible refunds</li> </ul>

	<ul style="list-style-type: none"> <li>• Accept and process customer on-line library payments.</li> <li>• Purchase orders and invoices are assessed and processed accurately and on time to ensure that creditors are paid as outlined in TCC's Trade Terms document.</li> <li>• Corporate financial and delegation procedures followed.</li> <li>• Record all purchases/transfers and disposals of Library assets and provide this information promptly.</li> </ul>
<b>Project support is delivered in a professional and proactive way.</b>	<ul style="list-style-type: none"> <li>• Provide logistical and administrative support to the projects (booking and attending meetings, organizing catering, supporting the flow of information between teams) and tasks as requested by the Project Team.</li> <li>• Undertake and contribute to projects as directed by Library Management</li> </ul>

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

## Person specifications

<b>Essential</b>
<ul style="list-style-type: none"> <li>• Relevant tertiary qualification in office management and/or administration, or equivalent work experience.</li> <li>• At least 3 years' experience in a senior administrative role.</li> <li>• A 'can do' attitude with the ability to work in a fast-paced environment.</li> </ul>

# Here to make Tauranga better



WHANAKE TE TAI

## Our values

### **Pono / Integrity**

We do what we say we will do

### **Manaakitanga / Respect**

We listen to all views and show we care

### **Whāia te tika / Service**

We do the right thing for our community  
and each other

### **Whanaungatanga / Collaboration**

We work together and create connections