

## JOB DESCRIPTION

The Masterton Business Support Specialist is the central point of the BakerAg Masterton office. They are the go-to person for initial client queries and for many staff queries as well as providing valuable assistance on a scheduled and unscheduled basis for projects and general operations.

**Key Relationships:** All BakerAg Staff and especially Directors and GM; clients and others who ring, email or visit BakerAg for assistance.

**Reports To: The General Manager**

## SPECIFIC DUTIES

- First point of contact for all inwards calls and visits; so able to assist with all enquiries and direct people to the appropriate person or undertake to resolve their request for assistance. This includes answering calls, emails and welcoming visitors and will involve ensuring that information is available from staff to allow you to do this efficiently, this may involve working with staff to ensure calendars are kept updated and timely and that you are aware of key contact people within the business.
- Quality Control of all outwards facing work. Initially this will involve proofreading and assisting with presentation for all work completed by new (less than one year at BakerAg) staff, with a view to this expanding to all staff as they see the value and consistency that this oversight brings. This work includes but is not limited to reports, letters, formal emails and templates.
- Manage key supplier relationships ensuring that BakerAg is receiving good service and support from these suppliers. Includes Tech Solutions, cleaners, office maintenance, spark for all phone and internet and stationery and office suppliers.
- In conjunction with GM and other BakerAg staff identify projects which are of benefit to BakerAg and take a lead role in developing, implementing and giving ongoing support where needed for these projects.
- Provide valuable backup services to other staff by having a working knowledge of other administrative roles such as WFM and Accounts Receivables and Payable
- Manage bookings for BakerAg venues and facilities and assist with external bookings for events.
- Oversee production of major publications ensuring that quality control is paramount and that publications are produced in a cost-efficient timely manner.

- Manage day to day running of the Masterton office and supply support to Feilding office Administration Assistant.
- Regularly update and keep active BakerAg's social media presence.
- Offers support to all staff in regard to booking travel and accommodation where and when needed
- First point of call for Tech support for all staff, including preparing new staff laptops and hardware they may require.
- Diary Management to the GM, booking meetings where required

The role will be dynamic, involving and very likely to evolve as client and firm needs change

### SKILLS AND ATTRIBUTES REQUIRED

- Outgoing, enthusiastic, flexible, and committed to meeting our customers' needs and building a great team environment in the Masterton Office and assisting the Feilding team over the phone.
- Excellent organisational skills.
- Excellent computer skills, with the ability to quickly develop new skills, especially with relevant Microsoft software.
- Competent verbal and written communication skills
- A methodical approach to typing and formatting reports with close attention to detail.
- Commitment to understanding our business.
- A good team player but with the initiative and drive to work on their own.