



Role Expectation Profile

Company: Industrial Site Services Co Ltd

Position Title: Operations Administrator - Waikato

Created Date: 3 September 2019

Revised Date: 4 December 2020

Purpose: To provide administrative support to operations teams departments primarily across the full spectrum of projects operation activities

Accountable to: Area Manager - Waikato

Critical Performance Indicators. ⁱ

- A. Contribute directly to the company's accomplishment of these goals:
- I. Manage proactively the invoicing, debt collection, debtors and financial matters for the Waikato area.
 - II. Enter accurate and timely information on timesheets for payroll processing.
 - III. Provide administration during projects, daily maintenance and large scale industrial shut downs.
 - IV. Ensure administrative compliance for all clients
- B. Compliance with all company policies and other legal requirements, including but not limited to the Health & Safety at Work Act. In particular:
- I. Adhere to all ISSL health and safety policies at all times and in all workplace areas.
 - II. Lead safety standards by being a good example to colleagues.
 - III. Maintain a safe working environment for yourself and all other personnel and the public in accordance the Health & Safety legislation.
 - IV. Ensure incidents are reported with 24 hours.
 - V. Comply, so far as you are reasonably able, with any reasonable instruction that is given by the Employer to allow the Employer to comply with the Health and Safety at Work Act or regulations

Key Tasks in this Role: ⁱⁱ

Work primarily with your Manager/Supervisor, and in collaboration with your colleagues to:

- I. Liaise with Department Managers, regularly ensuring administrative support
- II. Enter data accurately and file documents as necessary
- III. Collate Daily Job Sheets, check, obtain appropriate sign off and deliver to administration on a daily basis
- IV. Make up site packs for each job, including HSE reporting and JSA
- V. Set up sub Job Costing timesheets
- VI. Update registers and document control
- VII. Complete timesheets to be ready for payroll submission
- VIII. Coordinate expense claims, leave forms and other project related documentation
- IX. Open projects jobs and sub-jobs



- X. Capture monthly project hours
- XI. Match spreadsheets with timesheets on Variation Order (VO)s
- XII. Close and open all operation projects
- XIII. Prepare spreadsheets and collate documentation for shuts in conjunction with HR
- XIV. Complete any work which may be required of you in connection with the employers business, provided you have the appropriate skills, training and/or qualifications.
- XV. First point of contact for visitors as and when required

General

- I. Carry out all justified work instructions from the manager
- II. Duties of employees shall include any work which may be required of them in connection with the employers business, provided the employee has the appropriate skills and / or qualifications

Cultural Fit Requirements. ⁱⁱⁱ

Throughout our company we:

- Behave and perform appropriately so that ISS is the company of choice to our employees, customers, and suppliers and respected in our communities.
- Treat each other, regardless of position, with the respect and honour of a healthy family/whanau including: always doing our best, being honest and trustworthy, and taking personal responsibility, and genuinely caring for one another.
- Work hard, putting our client, customer and colleagues before ourselves.
- Hold ourselves and others accountable for this way of working together.

It is a requirement of all employees to be a positive, willing, contributing and adaptable member of the team at all times.

Essential Skills, Knowledge & Experience. ^{iv}

Qualifications

- NCEA Level 2 English and Maths as a minimum
- Full and clean class 1 driver's licence

Skills

- High level of computer literacy and data entry skills
- High level of accuracy and speed
- Sound knowledge of MS Office suite

Knowledge & Experience

Required:

- Previous administration, reception work, customer service
- Organised, and able to prioritise and multitask
- Able to work well autonomously and in a team environment
- Discreet and diplomatic when dealing with confidential issues
- Proven organisation ability
- Able to solve problems and show initiative
- Excellent customer service and interpersonal skills
- Friendly and approachable
- Have the ability to travel when required



Desirable:

- A business administration qualification

Limited Delegated Authorities: ^v

N/A

Reporting Lines and Requirements: ^{vi}

The person appointed to this role is generally accountable to every other employee for his/her ethical and moral behaviour at work and may be respectfully corrected by any colleague at any time according to the “Cultural Fit Requirements” summarised above. In this way we all uphold and support one another to behave professionally in our day to day activities.

In addition, this person is directly accountable to an Area Manager (or Supervisor) for specific performance according to the “Critical Performance Indicators”, “Key Functions in this Role”, and the “Limited Delegated Authorities” summarised above.

Remuneration & Benefits: ^{vii}

- Refer to the employment contract.

Declaration:

I have read, understood and do accept the duties, responsibilities and limitations of the position as described above and hereby commit myself to contribute my very best to this company at all times.

Signatures:

Employee.

Manager/Supervisor.

Date:

Date:

ⁱ The Critical Performance Indicators are what your performance will be evaluated against.

ⁱⁱ Your “To Do Schedule” in order to fulfill the company’s expectations of you.

ⁱⁱⁱ If you maintain these attitudes and consistently behave in these ways at work you will fit in around here and be warmly appreciated as a team member.

^{iv} You have been employed for these capabilities and they significantly inform the contribution we expect from you every day at work.

^v This is what you have been given to enable and empower you in this role. Work within these limitations or negotiate different ones.

^{vi} This is how you account for your contribution to the team.

^{vii} You can expect these tangible rewards from the business, and these to be reviewed annually from your initial employment date.