

## JOB DESCRIPTION

**JOB TITLE:** Business Support Administrator

**EMPLOYEE:**

**REPORTS TO:** Business Support Team Manager

**HOURS:** 30 – 40 hours per week

**DATED:** **May 2019**

### POSITION SUMMARY

Working as part of a team to:-

- Deliver timely and accurate bookkeeping services to our clients
- Ensure the efficient and accurate preparation and filing of our clients GST returns

Key Responsibilities	Tasks	KPIs
Client Service	<ul style="list-style-type: none"> <li>➤ Attending to a range of bookkeeping services on behalf of clients.</li> <li>➤ Preparation of GST returns on behalf of clients in an accurate and efficient manner.</li> <li>➤ Meeting with clients as required.</li> <li>➤ Setting up &amp; supporting clients on a range of business software applications.</li> <li>➤ Providing business software support to accounting team including XPA imports and year-end journals.</li> <li>➤ Back up for data input for farm statistics person.</li> <li>➤ Ensuring any client systems and processes introduced by this firm fully consider all potential fraud risk.</li> </ul>	<ul style="list-style-type: none"> <li>➤ No complaints or loss of clients due to lack of quality or timeliness.</li> <li>➤ Work is completed without significant repeat errors.</li> <li>➤ Client bank accounts do not breach agreed bank limits.</li> <li>➤ Write offs are within the teams agreed target.</li> <li>➤ Monthly job completed targets are met.</li> <li>➤ GST returns are completed within 2 days of being received.</li> <li>➤ Client GST/PAYE returns are filed on time.</li> </ul>

Client relationship management	<ul style="list-style-type: none"> <li>➤ Being the face of the firm for provision of services to clients.</li> <li>➤ Communicate proactively with clients to really understand their needs.</li> <li>➤ Responsible for the provision of quality and timely services to our clients.</li> <li>➤ Deal with client challenges and roadblocks.</li> <li>➤ Take responsibility for assigned jobs.</li> <li>➤ Timely response to client queries and issues.</li> <li>➤ Ensure Business Support Services Manager is kept fully informed of progress with jobs and any issues that may arise.</li> <li>➤ Acknowledgement of receipt of email and phone messages within 24 hours. (Working days)</li> <li>➤ Advise client owners of any issues and/or opportunities that may arise.</li> </ul>	
Workflow	<ul style="list-style-type: none"> <li>➤ Liaise with clients to ensure the timely receipt of jobs into the office for the team.</li> <li>➤ Understand the firm's expectations in respect to workflow and job turnaround.</li> <li>➤ Work as part of the team to achieve objectives.</li> <li>➤ Any other task that may be reasonably required of you.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Productive hours budget is achieved monthly.</li> </ul>
Service and business development	<ul style="list-style-type: none"> <li>➤ Engage in ongoing professional development.</li> <li>➤ Develop external networks and referral relationships.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Meet minimum CPD hours per annum where required to meet CAANZ requirements.</li> <li>➤ Meet requirements to maintain various business software accreditations.</li> </ul>
Team leadership and development	<ul style="list-style-type: none"> <li>➤ Understanding of work delegated to you.</li> <li>➤ Develop accounting knowledge &amp; skills.</li> <li>➤ Learn more difficult and complex jobs.</li> <li>➤ Actively participate at coffee catch ups and internal training sessions.</li> </ul>	

Qualifications, Experience and Competencies	
Qualifications & Experience	<ul style="list-style-type: none"> <li>➤ Preferably administrative experience in a commercial office environment.</li> <li>➤ Understanding of basic accounting principles and practices.</li> <li>➤ A working knowledge of payroll legislation and the Holidays Act 2003.</li> <li>➤ High degree of skill, knowledge and experience in a range of business software applications.</li> <li>➤ Experience in completing GST returns.</li> <li>➤ Knowledge of GST legislation.</li> </ul>
Core competencies	<ul style="list-style-type: none"> <li>➤ Analytical and problem solving skills</li> <li>➤ Ability to speak to a wide range of people (not about the weather)</li> <li>➤ Planning and organisation skills</li> <li>➤ Technical competence at appropriate level</li> <li>➤ Timeliness, accuracy, responsibility, attention to detail</li> <li>➤ Demonstrates a willingness for ongoing learning, both professionally and personally.</li> </ul>
What MDP expects from you	<ul style="list-style-type: none"> <li>➤ Jobs completed on time, accurately and within budget</li> <li>➤ Able to manage workload, establish priorities</li> <li>➤ Reallocate jobs when required</li> <li>➤ Meet KPI's</li> <li>➤ Maintain a high standard of work</li> <li>➤ Communicate clearly and in a timely manner with clients and team members</li> <li>➤ Proven experience with office and accounting software such as Microsoft office, Xero, MYOB, Cash Manager.</li> <li>➤ Continues to build skills in relevant areas of the business.</li> </ul>
What MDP wants from you	<ul style="list-style-type: none"> <li>➤ Able to relate to clients, understanding their needs</li> <li>➤ Good at identifying opportunities for additional services and getting commitment from the client to proceed with additional services</li> <li>➤ A desire to grow and learn both personally and professionally.</li> <li>➤ Able to clearly demonstrate alignment with our core values.</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>➤ Able to work under pressure</li> <li>➤ Ability to meet deadlines</li> <li>➤ Flexibility</li> <li>➤ Helping other team members when appropriate</li> <li>➤ Excellent time management skills</li> <li>➤ Excellent communication and interpersonal skills</li> <li>➤ Being part of a team</li> <li>➤ Work in a focused manner and with attention to detail</li> <li>➤ Willingness to continue learning</li> <li>➤ Displays each of the following attributes – excellent work ethic/dedication/punctual/initiative/personality/pro-active/attention to detail/organised/professional</li> </ul>
Demonstrate MDP core values	<ul style="list-style-type: none"> <li>➤ Vibrant – fun, energetic, passionate and that little something extra.</li> <li>➤ People focused – care for each other at work and at home.</li> <li>➤ Driven – who we are, what we do and how we do it.</li> </ul>

