

JOB DESCRIPTION

JOB TITLE: Business Support Administrator

EMPLOYEE:

REPORTS TO: Business Support Team Manager

HOURS: 37.5 – 40 hours per week (flexibility with hours of work may be considered)

DATED: February 2021

POSITION SUMMARY

Working as part of a team to:-

- Deliver timely and accurate bookkeeping and secretarial 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"> ➤ Attending to a range of bookkeeping services on behalf of clients including accounts payable and accounts receivable. ➤ Preparation of GST returns on behalf of clients in an accurate and efficient manner. ➤ Meeting with clients as required. ➤ Setting up, training & supporting clients on a range of business software applications. ➤ Providing business software support to accounting team and year-end journals. ➤ Ensuring any client systems and processes introduced by this firm fully consider all potential fraud risk. 	<ul style="list-style-type: none"> ➤ Write offs are within the teams agreed target. ➤ Monthly job completed targets are met. ➤ GST returns are completed within 2 days of being received. ➤ Client GST/PAYE returns are filed on time.

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

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

MDP core values	<ul style="list-style-type: none">➤ Vibrant – fun, energetic, passionate and that little something extra.➤ People focused – care for each other at work and at home.➤ Driven – own it, get it done.
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