



POSITION DESCRIPTION

Title: Business Support Coordinator (part time up to 30 hours per week)
Reports to: Chief Executive
Date prepared: January 2019

About the Chamber:

The Nelson Tasman Chamber of Commerce is the largest and most active business networking, training and advocacy group in the region. With an exciting schedule of events and advocacy activity planned for 2019, along with a new Chief Executive, it's a great time to come onboard.

With a support base of around 500 members, the Nelson Tasman Chamber of Commerce helps businesses to unlock their potential. Belonging to the Chamber helps members to expand their network, build relationships, grow their business, and strengthen the positive voice for business in the region.

Role purpose:

The Nelson Tasman Chamber of Commerce Business Support Coordinator is the first point of contact for all enquiries, and is responsible for managing the Chamber accounts, assisting members with export documentation, and providing general office support to the Chamber team. This role reports to the Chief Executive and works closely with other staff in the office.

The ability to work under pressure, to tight timeframes, as part of a team and independently is essential. This role helps to build the positive brand and profile of the Chamber and is key to supporting the wider Chamber team. Although this position reports to the CEO it also reports to and supports the Partnership Development & Events Manager in the absence of the CEO. It is imperative that this support is approached and delivered in a proactive manner.

This is a part time role (up to 30 hours per week Monday to Friday) based at the Chamber office and is dedicated to providing support to the Chamber team.

KEY DUTIES:

- First point of contact for enquiries – new member walk ins, phone, web-based, taking messages, greeting and assisting visitors, appointments and meeting room bookings
- Responsible for accounts including:
 - Payables and Receivables
 - Follow up of any overdue accounts
 - Provide monthly P&L and notes to accompany the CEO monthly report to Board
 - Reconcile all bank accounts through Xero
 - Preparation of Overall Budget and Budget reviews
 - Prepare end of year accounts for Accountant and Auditor.
 - Arrange updates of Bank account signatories
 - Rebates

- Wages
- IRD returns- GST, PAYE and FBT
- Banking and reconciliation
 - Against bank statements
 - Against all advertising revenue, work with Communications Manager.
- Export Documents
 - Process wet stamp and E-certify Certificate of Origin
 - Endorsement of Export Documents
 - Complete Export Audit
 - Set up E-certify for members
 - Maintain / update documents as required
- Membership
 - New Applications and membership packs
 - Renewals
 - Resignations
 - Update the data across all Chamber platforms including maintaining and developing an accurate database
 - Membership Cards
- Collating monthly Board report
- Events
 - Assist with event preparation as required
 - Manage event registrations through Airsquare
 - Reconcile events
- Maintain current business system, identify improvements, implement new systems
- Vehicle Maintenance – WOF, Registration and Repairs
- Insurance policies
- Administration tasks including post/ banking, ordering office / kitchen/ cleaning supplies and keeping the office tidy
- Producing management reports for CEO and board
- Other administration duties as required.

Note: this role will have access to financial systems and accounts for administration purposes. The Chamber uses alternative authorisation within its controls process.

KEY PERFORMANCE INDICATORS:

Area	Action	Outcome	Comment
Financials	Monthly accounts and management reports	All published on time	Liase with service provider i.e. (Crowe Horwath accountants
Banking	Investments maximised, term deposits managed with CEO.	Ensure adequate funds in trading account. No negative balance levels	Plan should include actions to counter threat to reputation

Debt control	Report on outstanding debt	Membership subs reduced to <5k at >60+ days	Membership database accuracy is key
Office support	Prompt turnaround in supporting CEO and staff	Communications, membership and booking engine relationships run smoothly	Business system refinements must increase efficiency, reduce unnecessary downtime
E certification program	All e-certs executed	No mistakes, maintain current level of activity (2018 certs.)	Work in with Auckland chamber and utilise Canterbury chamber hub for advice

PERSON SPECIFICATION

Knowledge/Experience:

- 3 – 5 years' experience in a comparable role – a good track record of engaging a wide and diverse range of business support.
- Proven success in building effective business partners.
- An understanding of business systems development and maintenance.
- Experience managing and developing systems that help membership, registration systems and communications processes run effectively together.
- Experience of planning and delivering creative membership campaigns.
- Knowledge and experience of SharePoint 365 Microsoft system
- Knowledge and experience of Xero accounting system
- Experience of working as a receptionist and/or in a front-line role
- Ideally the person will have experience with export documentation

Education/Training/Qualifications:

- Ideally Tertiary Qualified in business management, accounting and support systems

Personal Attributes:

- Intermediate/Advanced user of Microsoft Word, Excel and PowerPoint
- Ability to maintain strict confidentiality.
- Attention to detail.
- Excellent interpersonal and relationship skills.
- Commitment to continued professional growth and development – a willingness to learn new skills.
- Excellent communication and interpersonal skills both written and oral.
- Self-motivated can take a pro-active approach to work and taking initiative.
- Proven ability to work as a team member of skilled and committed staff.
- Able to work under pressure, meet deadlines and respond to multiple priorities whilst keeping a cool head.
- Ability to build relationships and work collaboratively with existing, potential and new business partners.

- Ability to manage and run an accounting system
- Excellent proof-reading skills.
- Ability to create and produce appropriate high-quality management reports
- Willingness to work evenings and weekends to attend Chamber events as required.