

POSITION DESCRIPTION



ADMINISTRATOR / RECEPTIONIST

At Arvida, we **create communities with freedom to thrive**.

We develop and operate resident-led retirement communities that provide independent living and aged care services to older New Zealanders. Each day, interactions with our team, residents, and partners are guided by three values:

- **Being There** – We listen, make connections, and provide support.
- **In it Together** – We look out for each other, use our strengths and work as a team.
- **Look for a Way** – We think differently, do the right thing, and make it happen.

These values underpin everything we do – including how we carry out our positions every day.

POSITION OVERVIEW

Position Title	Administrator / Receptionist
Reports to	Village Manager
Key Relationships	The Administrator / Receptionist is part of a wider team including housekeeping, laundry, kitchen, maintenance, wellness partners, and healthcare professionals.
Position Summary	The Administrator / Receptionist contributes to the quality of life of our residents by providing general reception and office support functions to the village in order to ensure the smooth running of the operations.

KEY ACCOUNTABILITIES (AND HOW THEY'RE ACHIEVED)

Team Player	• Show commitment to Arvida's purpose, values, and Attitude of Living Well. • Work in partnership with other team members, residents, family, and visitors. • Provide services in a pleasant and courteous manner which is respectful of individual privacy, dignity and personal property.
Reception and Administration	• Attend to all reception duties including telephone calls, in a warm, friendly and professional manner, delivering appropriate level of customer service. • Sort documents, mail & parcels and deliver items to appropriate individuals within the village. • Assist the Village Manager with administrative requirements including simple reports generation, basic HR-support and appropriate secretarial assistance when required. • Assemble all required forms and folders (i.e. resident folder; new team member induction pack, team member file, sales pack, etc) and ensuring these are available as and when needed.

Rostering	Oversee the village's staff roster by collaborating with staff, team leaders/managers and the Village Manager in a timely and efficient manner.
Sales Support	Attend to sales walk-in inquiries in the absence of the Village Manager and Clinical Care Services Manager.
Budget Management	- Ensure all accounts-related documentations (i.e. petty cash record, purchase orders, receipts, invoices, etc.) are properly monitored, maintained and communicated. - Ensure Office-related budget requirements are met by practicing good economics in ordering, maintaining and stocking required equipment/supplies and discussing budget requirement with the Village Manager as appropriate.
Continuous Improvement	- Attend training, education, meetings, and stay up to date on developments and new ideas within your community and Arvida. - Be willing to do something new including performing other duties as reasonably required from time to time. - Maintain knowledge of resources available within the village. - Understand and comply with all other relevant policies and procedures.
Health and Safety	- Ensure your own safety and that of others around you. - Check all hazards, near misses, and incidents are reported and measures for resolution are taken. - Attend all required safety training. - Understand and comply with Health and Safety policy and procedures - Wear protective clothing, and using protective equipment - Report any pain or discomfort as soon as possible - Communicate any health and safety concerns to your manager.aq

WHAT YOU BRING TO THE ROLE

Experience, Skills, and Attributes	- Full NZ Driver's licence - Experience in administration and office support preferably gained from the care industry or similar relevant experience - Good oral and written communication skills - Leadership and budgeting ability - Organisational, time management and problem solving ability - Empathy towards the elderly, good interpersonal and customer service skills - Honesty and integrity
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