



POSITION DESCRIPTION
COMMERCIAL ADMINISTRATOR

CONTEXT

The Quasar team is all about providing businesses and utilities with intelligent data to enable them to reduce costs, maximise operations and meet business goals.

From extensive systems for large energy users and utilities, through to smaller sub-billing systems, our three decades of experience as a system integrator ensures each client receives a high-quality solution which meets their individual needs.

PURPOSE

The primary role of the **Commercial Administrator** is to work closely with the Finance & Operations Manager to provide quality commercial administration, HR administration, policy and process administration as well as other general administration as required.

The **Commercial Administrator** will work collaboratively with stakeholders, proactively identify risks, and promoting a culture of continuous improvement.

KEY OUTPUTS

CONTRACT ASSISTANT

Provide support to the Finance & Operations Manager for commercial contracts.

- Review of commercial, service, good and support contracts, and provide suggestions of gaps or issues.
- Liaise with customers signing our standard terms & conditions and account opening forms.
- Taking notes, recording updates, and tracking of changes as directed during contract negotiations.
- Credit checks on new customers.
- Ensure all contracts are filed appropriately.
- Ensure accurate details are maintained in all relevant systems for all our contracts.

POLICIES AND PROCEDURES ADMINISTRATION

Provide administrative support to the Finance & Operations Manager for policies and procedures.

- Creation of new policies and procedures as directed.
- Updates and renewals of policies and procedures and provide suggestions for improvement.
- Creation and maintenance of a review and renewal calendar for all policies.
- Administration support to the manager to ensure all policies are reviewed and renewed on time to keep them current.
- Ensuring the correct documents are available in the document management system to staff.

HR ADMINISTRATION

Provide administrative support to the Finance & Operations Manager for HR.

- Recruitment administration.
- Administration of internal HR meetings.
- Booking training.
- Updating the HR calendar.
- Assisting with team events.

GENERAL ADMINISTRATION

Provide general office support. This includes:

- Reception & hospitality.
- Financial administration.
- Order processing.
- Purchasing.
- Goods inward.
- Goods outward.
- Marketing initiatives.
- Travel bookings

QUALITY ASSURANCE

Contribution to our culture of continuous improvement

- Provide input into process Improvement.
- Action any updates to processes and procedures, including implementation and documentation.

GENERAL

- Other tasks as may reasonably be required from time to time.

STAFF SUPERVISED

- None.

ACCOUNTABILITY

The **Commercial Administrator** reports to the Finance & Operations Manager.

KEY RELATIONSHIPS

Quasar adopts a collaborative approach at all levels of the company, in this role the **Commercial Administrator** will work closely with:

- Finance & Operations Manager
- Office & Finance Administrator
- Quasar Staff and Directors
- Quasar Customers and Suppliers

KEY ATTRIBUTES

EXPERIENCE

- Experience with reading and understanding legal and/or commercial documentation.
- Experience with policy documentation.
- Experience in an administration role.
- Experience using multiple software systems.
- Experience in internal processes appropriate to a small business.
- Recent experience in a professional, busy, modern, business orientated environment is highly desirable.

SKILLS

(One or more of the following may be sufficient)

- Ability to handle having lots on the go at once.
- Demonstrated ability to work with a wide range of people.
- Intuitive learner with proven ability to transfer knowledge to new settings and challenges.
- Effective and confident communicator.
- Highly organised and able to work effectively in an ever-changing landscape.
- Able to deal with changes and delays effectively.
- Ability to identify gaps in best practice and develop appropriate systems and processes in response.
- High level of professional competency in all forms of communication.
- High skill level in the Microsoft Office suite in particular Word and Outlook.
- Comfortable working on the details with an ability to see the big picture.

VALUES AND ETHOS

- Understanding of and commitment to the values of the Company.
- Maintains confidentiality.
- Personal commitment to authenticity and conducting all aspects of business with integrity.

PERSONAL ATTRIBUTES

- Good organisation skills and the ability and to see tasks through to completion.
- The ability to communicate with and relate well to people from all levels of business, backgrounds, ages, and cultures.

- Flexible and adaptable and can adjust your style to work effectively with a variety of people.
- A strong customer focus: the ability to provide a cheerful and positive interaction with clients.
- Ability to create efficient and thorough work processes.
- Ability to plan, prioritise daily work assignments and exercise good judgement in managing urgent requests and changes to meet deadlines.
- Demonstrated initiative, stamina, motivation, and a strong work ethic
- Focused on attention to detail and providing a high quality and culturally appropriate frontline service.
- Professional personal presentation/grooming.

RESOURCES AND REQUIREMENTS

- Operate from the Company's premises in Christchurch.
- Staff are expected to maintain their own correspondence, email, and administration at a high standard.

BEHAVIORAL COMPETENCIES

PLANNING & ORGANISATION

- Ability to plan, prioritise daily work assignments and exercise good judgement in managing urgent requests.
- Realistically plan and organise a project, allocating time in a manner which achieve priorities and allows for contingencies.
- Can set goals for own department and implement the planning and process steps to achieve these.
- Forward looking perspective that allows for contingencies and evolving situations.
- Ability to assist in planning, formulation and implementation of strategy and projects for both own department and in the wider Company context.
- Effective time management skills.

ACHIEVEMENT ORIENTATION

- Motivated to achieve goals and objectives.
- Displays a definitive sense of urgency to accomplish tasks.
- Commitment to improving quality standards in own area of expertise.

COMMERCIAL ACUMEN

- Sound knowledge (or ability/willingness to gain knowledge) of the products or services offered by Quasar.
- Demonstrated ability to quickly pick up workable levels of knowledge in new systems.

COLLABORATIVE AND TEAM APPROACH

- Respects and can integrate the capabilities of people from a wide range of disciplines and personal styles to enable an effective functioning team.
- Active participant in team structures throughout the Company.
- Committed to a collaborative approach and able to adapt to a high level of synergy amongst different team members and teams in the Company.

ANALYTICAL ABILITY

- Can analyse abstract, subtle, and undefined problems and information.
- Able to grasp the near- and long-term implications of a situation.
- Can analyse information on a conceptual level, as well as displaying a detailed approach.

KEY SELECTION CRITERIA

1. Fit with the ethos, values, and approach of Quasar.
2. Technical aptitude.
3. Experience in a relevant or transferable technical sector.
4. Credibility
5. Planning, organisation, and control

HEALTH AND SAFETY

1. All staff must always be conscious of potential safety problems.
2. Health and Safety Policy is in place within Quasar Systems Limited. Instructions regarding safety given by the Health and Safety representatives must always be followed.

NON-LIMITATION CLAUSE

NOTE: This position description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the on-going needs of the organization. Employment conditions are described fully in the Individual Employment Agreement.

This Position Description has been read and agreed:

Employee Name _____

Signature _____

Managing Directors Signature _____

Date _____