

## JOB DESCRIPTION

|                           |                                      |
|---------------------------|--------------------------------------|
| Position Title:           | Receptionist                         |
| Location:                 | Finance, Kerikeri                    |
| Reports To:               | Financial Controller                 |
| Direct Reports:           | Nil                                  |
| Financial Responsibility: | As per delegated authority           |
| External Relationships:   | Visitors; Clients; Service providers |

### PURPOSE

To provide a courteous reception and information service to clients and visitors to the Kerikeri office. To handle incoming telephone calls, mail and couriers and provide support to the Corporate Services Division.

### OBJECTIVES

These are the overall objectives (high level) for the position – they should feed into the divisional / organisational objectives

| Number | Description   | Weighting |
|--------|---|-----------|
| 1.     | Assist with creating a function that has a customer service focus by meeting and, where possible, exceeding customer requirements   | 50%       |
| 2.     | Support Accounts Payable in processing invoices, preparing payment batches, statement reconciliations and filing                    | 30%       |
| 3.     | Assist with creating an administration function that ensures maximum work flow and efficiency while not compromising customer needs | 20%       |

### DUTIES

These are the day-to-day tasks that make up the individual's role

| Area      | Activities  |
|-----------|---|
| Reception | <ul style="list-style-type: none"> <li>Receive and relay incoming calls and take messages</li> <li>Receive clients/visitors, answer basic queries and refer them to appropriate personnel as required</li> <li>Arrange for couriers to pick up and deliver packages and other materials and sign for and distribute incoming courier packages.</li> <li>Collect and distribute incoming mail (scanning and uploading into Sharepoint where applicable)</li> <li>Post outgoing mail</li> <li>Order and restock stationery and kitchen consumables as required</li> <li>Responsibility for scheduling of meeting rooms and booking confirmations, arrange catering as required</li> </ul> |

|                               |   |
|-------------------------------|---|
|                               | <ul style="list-style-type: none"> <li>• Keep meeting rooms in the Corporate Office and kitchen area clean and tidy</li> <li>• Maintain booking diaries for resources (eg: Pool vehicles)</li> <li>• Perform incidental administrative and/or secretarial work as required</li> <li>• Provide back-up support in the absence of the Executive Assistant</li> <li>• Assist with the organisation of small office events</li> <li>• Arrange travel bookings and accommodation, as necessary, then allocate costs to each division as appropriate</li> </ul> |
| <i>Finance</i>                | <ul style="list-style-type: none"> <li>• Assist in resolving dividend queries and reducing prior years unclaimed dividends</li> <li>• Support Accounts Payable in processing invoices, preparing payment batches, statement reconciliations and filing</li> <li>• Process vehicle running sheets for Corporate vehicles</li> <li>• Maintain pool vehicles as required</li> </ul>  |
| <i>Continuous Improvement</i> | <ul style="list-style-type: none"> <li>• Evaluate procedures and practices and provide recommendations for improvements and modifications</li> </ul>  |
| <i>Ad hoc duties</i>          | <ul style="list-style-type: none"> <li>• As required from time to time</li> </ul>   |
| <i>Health and Safety</i>      | <p>Actively demonstrate a commitment to Safety in the Workplace</p> <ul style="list-style-type: none"> <li>• Fully understand and report any safety risks / hazards</li> <li>• Report any workplace accident/near miss as soon as practicable</li> </ul>  |
| <i>Other Duties</i>           | Carry out any other duties and responsibilities as may be requested from time to time which are generally consistent with the objectives of the position  |

#### EXPECTED OUTCOMES

Monitored bi-annually through the Performance Development (PDP) Process

#### ADDITIONAL RESPONSIBILITIES

|                   |  |
|-------------------|--|
| Asset Management  | Level 5 of the Responsibility Matrix (if applicable) |
| Health and Safety | Level 5 of the Responsibility Matrix                 |
| Risk Management   | Level 5 of the Responsibility Matrix                 |

#### QUALIFICATIONS AND EXPERIENCE

##### Knowledge, Skills and Abilities:

| Education                      | Essential | Preferred | Experience   | Essential | Preferred |
|--------------------------------|-----------|-----------|--|-----------|-----------|
| Current Full NZ Driver Licence | X         |           | 1-2 years reception experience or the equivalent time in customer service / administration roles |           | X         |
|                                |           |           | Excellent computer skills, especially Word, Outlook, Excel, PowerPoint                           | X         |           |

**Personal Attributes:****Accuracy**

- Works with a high level of precision and attention to detail
- Performs duties with exactness and holds self to rigorous standards
- Is careful to double-check work and avoid errors and mistakes

**Administrative Skill**

- Is highly organised
- Is effective at keeping records and eliminating unnecessary paperwork
- Can retrieve information quickly
- Prepares documents with care and attention
- Is proficient in using office equipment
- Helps improve administrative processes
- Diligently follows organisation policies and procedures
- Prioritises tasks effectively
- Is good at multi-tasking
- Keeps information confidential

**Communication**

- Expresses views in a fluent, clear, logical manner which captures interest and gains support
- Speaks with enthusiasm, authority and conviction
- Is an effective listener
- Shows tact and diplomacy in dealing with others
- Effectively adapts own communication style to suit different audiences
- Delivers information effectively in a variety of written formats including reports, letters, memos, emails etc.

**Customer Service**

- Builds effective customer rapport / relationships and treats customers as business partners
- Actively seeks and listens to customers' needs, suggestions and feedback
- Takes a genuine interest in customers and shows energy and enthusiasm in satisfying their needs
- Consistently meets, and at every possible opportunity, exceeds customer expectations
- Seeks to over-deliver, rather than over-promise
- Excels at providing excellent customer support and follow-up
- Is committed to continuous improvement of customer service
- Responds to customer queries and complaints promptly and effectively
- Readily readjusts priorities to respond to pressing and changing customer demands
- Balances customer requests with organisation interests

**Teamwork**

- Is committed to the team and its goals
- Works well in a team setting
- Develops and maintains productive working relationships within the team
- Maintains a friendly and pleasant demeanour and is viewed by others as approachable
- Actively involves self in team activities and contributes positively towards team spirit and morale

- Respects confidentiality of team members

*At Top Energy's discretion, this Job Description may be amended in consultation with the position holder*

|                               |                                       |
|-------------------------------|---------------------------------------|
| Manager's Signature           | Position Holder's Signature           |
| Manager's Name (please print) | Position Holder's Name (please print) |
| Date                          | Date                                  |

## Responsibility Matrix

### Asset Management

| Level | Level Title                     | Job Title                                  | Responsibility  |
|-------|---------------------------------|--|---|
| 1     | Business Leader                 | CEO  | <ul style="list-style-type: none"> <li>• Able to direct the work of others in all roles, particularly in policy development, analysis of strategic requirements, asset management capability development, risk management and performance improvement.</li> <li>• Proactive in shaping the Asset Management culture and championing Asset Management principles and best practice</li> <li>• Must have sufficient understanding of Asset Management principles and practice to evaluate the quality of the work being done.</li> </ul>  |
| 2     | Head of Division                | Divisional GM                              | <ul style="list-style-type: none"> <li>• Able to direct others in asset management planning, the implementation of asset management plans, risk management and performance improvement and asset information management.</li> <li>• Able to guide and show others how to undertake the full range of asset management activities.</li> <li>• Able to undertake independently the analysis and development of asset policies and the investigation of incidents and communication of lessons learned.</li> <li>• Able to lead and evaluate compliance reviews and audits.</li> <li>• Contributes to the specification, selection and integration of asset management information systems.</li> </ul> |
| 3     | 3 <sup>rd</sup> Tier Management | Managers (Report to GM)                    | <ul style="list-style-type: none"> <li>• Able to independently undertake activities in asset management planning, the implementation of asset management plans, risk management and performance improvement and asset information management.</li> <li>• Able to contribute to policy development, strategy development, asset management capability development, risk management and performance improvement in the area of asset management for the business</li> </ul>   |
| 4     | 4 <sup>th</sup> Tier Management | Supervisor / Foreman (Report to a Manager) | <ul style="list-style-type: none"> <li>• Able to guide and show team members how to undertake implementation of asset management plans, asset management capability development, monitoring and reviewing progress and performance and asset information management as it pertains to their area of the business</li> <li>• Able to undertake asset management planning, asset management capability development, risk management and performance improvement as it relates to their area of the business</li> <li>• Contribute to asset information management as it pertains to their area of the business</li> </ul>   |
| 5     | General                         | All other staff                            | <ul style="list-style-type: none"> <li>• Understands the contribution each role makes to the achievement of the asset management strategy and objectives</li> <li>• Understands the interdependencies between asset management roles</li> <li>• Undertake activities involved in the implementation of asset management plans and risk management and performance improvement as directed by manager as it pertains to their area of the business</li> </ul>  |

## Risk Management

| Level | Level Title                     | Job Title               | Responsibility  |
|-------|---------------------------------|-------------------------|---|
| 1     | Business Leader                 | CEO                     | <ul style="list-style-type: none"> <li>• Conveys Boards of Directors' risk appetite levels</li> <li>• Directs the work of others in all roles in relation to risk and regulatory issues</li> <li>• As a member of the Executive Management Team, formulates Risk Management policy</li> <li>• Sets business level goals, policies and objectives for risk management and reports to Boards of Directors</li> <li>• Deploys plans to achieve the business level goals</li> <li>• Proactive in shaping the risk management culture and champions risk management principles and best practice</li> <li>• Sets business level policies for System and Information Security</li> </ul>  |
| 2     | Head of Division                | Divisional GM           | <ul style="list-style-type: none"> <li>• As a member of the Executive management Team, formulates Risk Management policy</li> <li>• Sets divisional level guidelines and objectives for risk management and reports to the CEO on performance regarding risk management objectives</li> <li>• Deploys plans to achieve the divisional level objectives</li> <li>• Directs the work of the division in relation to risk management within appetite across the division</li> <li>• Champions risk management principles and best practices; guides, empowers and supports direct reports in all aspects of company policy adherence in relation to risk management framework and regulatory compliance where relevant</li> <li>• Sets divisional level requirements to comply with the System and Information Policies and ensure the Information Security Management System is understood and adhered to</li> </ul>      |
| 3     | 3 <sup>rd</sup> Tier Management | Managers (Report to GM) | <ul style="list-style-type: none"> <li>• Guides, empowers and supports direct reports in all aspects of company policy and appetite adherence in relation to risk management and regulatory compliance where relevant</li> <li>• Sets functional level objectives for risk management and reports to the Divisional GM</li> <li>• Deploys plans to achieve the functional level objectives</li> <li>• Leads by example in adherence to best practice in risk management at all times</li> <li>• Assists other Managers in identifying, evaluating and responding to strategic, business and operational risks</li> <li>• Champions risk management principles and best practices</li> <li>• Incorporates the Information Security Management System, policies and standards into all activities to reduce risk and improve controls. Ensures direct reports understand and adhere to their responsibilities.</li> </ul> |
| 4     | 4 <sup>th</sup> Tier Management | Supervisor / Foreman    | <ul style="list-style-type: none"> <li>• Leads by example in adherence to best practice in risk management at all times</li> </ul>  |

|   |         |                       |  |
|---|---------|-----------------------|--|
|   |         | (Report to a Manager) | <ul style="list-style-type: none"> <li>• Actively and openly discusses risk management with work team on a regular basis</li> <li>• Assists other Supervisors in identifying, evaluating and responding to strategic, business and operational risks</li> <li>• Champions risk management principles and best practices</li> <li>• Incorporates the Information Security Management System, policies and standards into all activities to reduce risk and improve controls. Ensures direct reports understand and adhere to their responsibilities.</li> </ul> |
| 5 | General | All other staff       | <ul style="list-style-type: none"> <li>• Takes responsibility for risk management as it relates to own work activities within the company</li> <li>• Assists the General Manager Finance and the reporting manager to continually improve those parts of the Risk Register that relate to own role</li> <li>• Ensure all activities comply with the requirements of the Information Security Management System, policies and standards.</li> </ul>   |

## Health and Safety

Effective functioning of the safety management system depends on the commitment by all staff – from the CEO to frontline workers – to performing their duties and responsibilities so far as is reasonably practicable.

| Level | Level Title                     | Job Title               | Responsibility   |
|-------|---------------------------------|-------------------------|--|
| 1     | Business Leader                 | CEO                     | <ul style="list-style-type: none"> <li>• Conveys Boards of Directors' health and safety risk tolerance levels</li> <li>• Directs the work of others in all roles in relation to health and safety</li> <li>• As a member of the Executive Management Team, formulates Health and safety risk management policy</li> <li>• Sets business level goals and policies for health and safety and reports to Boards of Directors</li> <li>• Deploys plans to achieve the business level goals</li> <li>• Proactive in shaping health and safety culture and champions health and safety principles and best practice</li> </ul>   |
| 2     | Head of Division                | Divisional GM           | <ul style="list-style-type: none"> <li>• As a member of the Executive Management Team, formulates health and safety risk management policy</li> <li>• Directs the work of the division in relation to health and safety across the division</li> <li>• Guides, empowers and supports direct reports in all aspects of health and safety legislative and company policy adherence</li> <li>• Sets divisional level guidelines/ policies and objectives for health and safety and reports to the CEO</li> <li>• Deploys plans to achieve the divisional level objectives</li> <li>• Proactive in shaping health and safety culture within the division and champions health and safety principles and best practice</li> </ul> |
| 3     | 3 <sup>rd</sup> Tier Management | Managers (Report to GM) | <ul style="list-style-type: none"> <li>• Leads by example in adherence to best practice in at all times</li> </ul>   |

|   |                                 |  |   |
|---|---------------------------------|--|---|
|   |                                 |  | <ul style="list-style-type: none"> <li>• Guides, empowers and supports direct reports in all aspects of health and safety legislative and company process adherence</li> <li>• Champions risk management principles and best practices; guides, empowers and supports direct reports in all aspects of company policy adherence in relation to safety risk management framework and regulatory compliance where relevant</li> <li>• Sets functional level objectives for health and safety and reports to the Divisional GM</li> <li>• Deploys plans to achieve the functional level objectives</li> <li>• Ensures staff assigned to work have current certification, training, knowledge, experience and confidence to conduct said work</li> <li>• Leads by example in adherence to best practice in health and safety at all times</li> <li>• Actively and openly discusses health and safety with operational group and contractors on a regular basis</li> </ul> |
| 4 | 4 <sup>th</sup> Tier Management | Supervisor / Foreman (Report to a Manager) | <ul style="list-style-type: none"> <li>• Leads by example in adherence to best practice in health and safety at all times</li> <li>• Guides, empowers and supports direct reports in all aspects of health and safety legislative and company process adherence</li> <li>• Actively and openly discusses health and safety with work team, including contractors, on a regular basis</li> <li>• Ensures staff assigned to work have current certification, training, knowledge, experience and confidence to conduct said work</li> <li>• Follows procedures so far as is reasonably practicable and reports accidents / incidents as and when they occur</li> </ul>  |
| 5 | General                         | All other staff                            | <ul style="list-style-type: none"> <li>• So far as is reasonably practicable, takes responsibility for own health and safety at all times</li> <li>• Actively and openly discusses and contributes to health and safety improvements</li> <li>• Follows procedures so far as is reasonably practicable and reports accidents / incidents as and when they occur</li> <li>• Advises direct supervisor if lacking current certification, training, knowledge, experience or confidence before conducting assigned work</li> </ul>   |