

## SCHEDULE 2

### **POSITION DESCRIPTION**

**POSITION TITLE:** Consent Administrator - Vetting

**POSITION REPORTS TO:** Directors of PBC

#### **PRIMARY PURPOSE**

- Vetting applications for Building Consent
- Clerical processes involved with applications for Building Consent (BC) and Resource Consent (RC)
- Administrative support to a busy private Building Certification Company.

#### **PRIMARY OBJECTIVES**

- Timely submission of BC's and RC applications into Council's system.
- Provide up to date, correct tracking information on consents.
- Correctly identify issues with consent applications to ensure they are accepted by Council for lodgment.
- Ensure PBC's Accreditation system requirements and Quality Assurance processes are achieved and complied with.
- Ensure consents are issued within PBC contractual timeframes
- Provide a quality, professional service to the clients and customers of PBC.

#### **WORKING RELATIONSHIPS**

- Directors & staff of Professional Building Consultants Ltd
- Professional Building Consultants Ltd clients, developers, builders, architects etc.
- General public
- Councils

#### **SALARY**

The Salary for this position will be negotiated

#### **HOURS OF WORK**

As per employment agreement

#### **KEY TASKS & DUTIES**

##### **Administration and Vetting of Building Consent applications**

KEY TASKS	EXPECTED OUTCOMES
<ul style="list-style-type: none"><li>• Achieve and maintain competency required for Vetting in accordance with PBC's Accreditation system</li><li>• Vet completeness of consent applications received to PBC/Council requirements in a within the timeframes agreed.</li></ul>	<ul style="list-style-type: none"><li>• Vetting Competency, with an annual assessment</li><li>• Complete and accurate applications received and accepted</li></ul>

<ul style="list-style-type: none"> <li>• Load E2E and Overflow applications onto the PBC Livetrak database, ensuring correct information is held.</li> <li>• Set-up and preparation of files and folder structures on Livetrak to enable applications to commence processing</li> <li>• Uploading of digital applications to Council's online consent system</li> <li>• Track all applications and provide updated information on status of projects as requested by our clients or staff.</li> <li>• Downloading of Council HAZARD reports for building consent applications that PBC are processing</li> <li>• Managing and entering all returned information for consent applications</li> <li>• Regularly follow up on suspended applications in accordance with PBC policies.</li> <li>• Undertake vetting audits in accordance with PBC's Accreditation system requirements</li> <li>• Accurately record time spent on all applications and achieve minimum productivity targets</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate data input into Livetrak and Council's online consent systems</li> <li>• Cost effective and efficient service</li> <li>• Timely delivery and teamwork</li> <li>• Quality Assurance requirements met</li> <li>• .All information effectively managed</li> </ul>
--	--

### Management of enquiries

KEY TASKS	EXPECTED OUTCOMES
<ul style="list-style-type: none"> <li>• Answer enquiries relating to the status of PIM's, BC's, and RC's from: customers, councils, &amp; staff</li> <li>• Receive overflow incoming phone calls</li> <li>• Screen and redirect calls appropriately</li> <li>• Take messages on behalf of the team</li> <li>• Receive and maintain bookings for compliance inspections when required</li> </ul>	<ul style="list-style-type: none"> <li>• Quality customer service</li> <li>• Timely response to enquiries</li> <li>• Support to the Reception team</li> <li>• Excellent standard of communication</li> <li>• Efficient and effective teamwork</li> <li>• Accurate inspection bookings</li> </ul>

### Communication Management

KEY TASKS	EXPECTED OUTCOMES
<ul style="list-style-type: none"> <li>• Receive information from customers and distribute to correct applications or staff members. Ensure PBC and Council tracking systems are updated correctly.</li> <li>• Accurately record all information and communication relating to a consent</li> </ul>	<ul style="list-style-type: none"> <li>• Quality Customer Service</li> <li>• Up to date company website</li> <li>• Reduced liability to the company by ensuring detailed record keeping, and statutory obligations met</li> </ul>

application in Livetrak <ul style="list-style-type: none"> <li>• Monitor office email inbox as required</li> <li>• Maintain the PBC website and any social media accounts as directed</li> <li>• Deliver and pick up information from the Post Office Box, customers and councils as required</li> </ul>	<ul style="list-style-type: none"> <li>• Effective and efficient information systems</li> </ul>
--	---

### **Financial Administration**

KEY TASKS	EXPECTED OUTCOMES
<ul style="list-style-type: none"> <li>• Accurately record all time spent against all consent application</li> <li>• Assist financial director as required</li> </ul>	<ul style="list-style-type: none"> <li>• Enable accurate invoicing of all time spent</li> <li>• Accurate financial record keeping</li> </ul>

### **General Office Duties**

KEY TASKS	EXPECTED OUTCOMES
<ul style="list-style-type: none"> <li>• Ensuring office area is kept clean &amp; tidy</li> <li>• Work with other administration staff and reception team to ensure adequate resources are provided for seamless office operation</li> </ul>	<ul style="list-style-type: none"> <li>• A tidy, clean &amp; healthy working environment is provided for all staff, and a professional image maintained</li> <li>• All office equipment kept in good economical working order</li> </ul>

### **Provide a quality professional service to the clients of Professional Building Consultants**

KEY TASKS	EXPECTED OUTCOMES
<ul style="list-style-type: none"> <li>• Establish and maintain networks</li> <li>• Collate information for statistical reports</li> <li>• Typing of documents</li> <li>• Assist with all other duties as required</li> </ul>	<ul style="list-style-type: none"> <li>• Positive, successful working relationships</li> <li>• Efficient and effective delivery of service</li> <li>• Continuous improvement of services delivered</li> <li>• Effective and efficient use of resources</li> </ul>

**Any other duties the Employer may reasonably require the Employee to perform.**