

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

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

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

Communication Management

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

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

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

General Office Duties

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

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

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

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