

## Position Description

Office Manager

### **Overview**

This is a very busy, varied and responsible position and an excellent opportunity to join a leading retail e-business multi-national organisation experiencing significant future growth.

You will have the opportunity to work for a very friendly, down to earth and professional team and you will be given the autonomy to grow and develop the role over time.

The role oversees all of John Readings business locations including their retail stores and online business. It will (at least initially) also oversee the requirements of the international parts of the business as they expand and develop.

### **Division**

Business Operations

### **Remuneration**

TBA

The remuneration package for this position will depend on the level of experience and competency of the incumbent officer. To be considered for the higher salary range, applicants will need to have demonstrated an extensive understanding of business management together with demonstrated experience in a management position.

### **Key Duties and Responsibilities**

- Ensuring the smooth running of head office as well as all local offices,
- Integrating administrative processes to ensure the required level of service to both internal and external customers and stakeholders,
- Preparing accurate and timely internal reports,

- Liaise and co-ordinate all head office enquiries to other business locations,
- Managing and coordinating the team to ensure administrative functions are accurate and delivered within set timeframes,
- Managing the maintenance of accurate data records,
- Monitoring, organising and prioritising workflow of the administration team to ensure efficiency and timely distribution and delivery to timelines of admin requirements to support the business,
- Supervising, managing and training the administration teams to ensure all company procedures, administration and finance business rules are followed,
- Provide excellent customer service both internally and externally, effectively managing customer relationships and providing effective operational support to the business, and
- Reconciling, reporting and auditing asset management as required,
- Facilities management: dealing with any maintenance issues and liaising with the building manager, troubleshooting any problems,
- Coordinating all corporate and executive board meetings,
- Liaise with IT to manage necessary IT requirements for the smooth operation of business administrations.

### Required Skills and Attributes

- Qualification in business administration or equivalent and/or previous office management experience, minimum three to four years,
- Sound interpersonal and people management skills with a good understanding of HR related issues,
- Previous supervisory experience,

- Experience working within a medium to large sized environment with locations all over Australia,
- Knowledge of the book and publishing Industry would be highly desirable but not essential,
- Excellent communication and organisational skills,
- Excellent time management skills,
- Sound problem solving skills,
- Intermediate to advanced MS Office: Word, Excel and PowerPoint,
- Experience within the retail book and/or publishing industry will be highly regarded.

### Reporting Relationship

This position reports to the GM and is responsible for the direct supervision of:

- The administrative team at head office,
- The administrative coordinators and staff at all company locations in Australia and Asia Pacific,
- External/internal specialist consultants,
- Maintains the Fire and emergency monitor position.

The position works across the company and in close cooperation/ providing full administrative support services to managers and staff.

PD Approved by: CEO John Readings Pty	Employee:
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Supervisor: CEO John Readings Pty Ltd	Date Appointed:

**Signatures:**

Supervisor \_\_\_\_\_

Employee \_\_\_\_\_