



NEW ZEALAND
COMMERCE AND INDUSTRY OFFICE
Te Mata o Aorere
紐西蘭商工辦事處

Position Description

Position Title

Driver/Administration Assistant

Reports To

Administration Manager

Date Created/Updated

May 2021

About NZCIO

The New Zealand Commerce and Industry Office (NZCIO) in Taipei is responsible for the pursuit and development of New Zealand's trade, economic and cultural interests with Taiwan and for providing consular services as required.

The NZCIO takes a distinctively New Zealand approach, reflecting New Zealand's diversity and heritage. Our values are impact, kotahitanga (strength through diversity), courage and manaakitanga (we honour and respect others).

Diversity and Inclusion

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

About the Post

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About the Position

The Driver/Administration Assistant is responsible for providing driving duties and general administration support to help ensure the efficient and smooth running of the office.

Key Accountabilities

The position has the following key accountabilities.

Driving/transport

- Provide safe and punctual driving services to all passengers, including assisting with luggage etc.
- Research and be familiar with the best routes to and from destinations, including to airports, and be able and prepared to alter driving routes when traffic/weather conditions warrant.
- Complete vehicle running sheets for each vehicle used, and maintain adequate stock of vehicle running sheets in the vehicle.
- Provide advice on other transport options and routes to staff.
- Ensure availability through a cell phone at all times while on duty

Administration

- Act as first point of contact for NZCIO and manage reception and telephonist duties, answering general enquiries as required and ensuring visitors to NZCIO are welcomed appropriately.
- Manage the NZCIO public email inbox, drafting responses to general enquiries and ensuring other messages are forwarded to appropriate staff for response as appropriate.
- Manage and coordinate daily car schedule for HOP and Pool vehicle.
- Manage the mail process, including receipt and despatch of airfreight bags and courier material.
- Monitor use of and replenish recurring office and consumable supplies, including water for the Office and staff accommodation.
- Assist with the arrangement and organisation of functions, meetings, presentations, conferences and workshops as required.
- Assist with the management and logistical aspects of official visits and events as required.
- Provide administrative support to other NZ agencies in terms of their Agency Services Agreements.

Property (including vehicle maintenance)

- Maintain the NZCIO vehicles to a high standard, ensuring they are clean and safe to drive at all times.
- Carry out regular maintenance and arrange for regular servicing of the NZCIO vehicles. This includes obtaining quotes for maintenance/repairs work and liaising with the insurance company (if required).

- Ensure the vehicles have adequate fuel at all times.
- Assist in the purchase or sale of official vehicles including the registration and deregistration of official and personal vehicles.
- As required, obtain quotes for furniture, equipment, and office supplies. Procure items as directed and ensure appropriate accounting processes are followed.
- Where required, arrange access to property and supervise outsource provider representatives undertaking maintenance and inspections of property.

Security

- Screen visitors to the NZCIO.
- Maintain a visitor register.
- Be familiar with the Post Security Instructions and adhere to these at all times.

Teamwork

- Demonstrate the organisation's values, goals, policies and procedures in all aspects of work
- Buddy new members of the team supporting a culture of learning and sharing of experiences

Relationship Management

- Develop and maintain key relationships both internally and externally in order to advance the NZCIO's objectives

Organisational Responsibilities

- Identify and participate in opportunities for learning and development, including through regular coaching and mentoring
- Identify and pursue opportunities to build specialised skills, knowledge and experience.
- Contribute to office projects and emergency response situations
- Be aware of and adhere to the NZCIO's Health and Safety policies and procedures
- All other duties as requested by the employer

Other

- Undertake additional duties and after hours duties as required.

Health and Safety

- The NZCIO is committed to providing a safe and healthy working environment for all staff, including contractors and other workers, both on and offshore.
- You are responsible for:
 - taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others
 - complying with reasonable Ministry instructions to ensure the NZCIO is able to comply with the NZ Health and Safety at Work Act 2015
 - cooperating with health and safety policies and procedures
 - identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace

- identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
- raising health and safety matters with your manager or health and safety representative (or contact as appropriate)
- ensuring that all health and safety incidents, injuries, near misses are immediately reported to your Manager
- ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager

Qualifications, Skills, Knowledge & Experience

You must have the following qualifications, skills and experience:

- One to two years' experience in an administration role or equivalent work.
- Good written and oral communication skills (in both English and Chinese).
- Numeracy skills.
- Hold a current, clean driver's licence and be able to drive post vehicles safely in local conditions.
- Demonstrated driving skills, excellent safety record, and high regard for safety of occupants.
- Good understanding of requirements of basic car maintenance.
- Strong customer focus, with the ability to communicate effectively with a diverse range of people.
- Possess a strong achievement/delivery focus – sets high standards including accuracy and attention to detail.
- Ability to work autonomously and within guidelines, demonstrating the use of sound judgement.
- Attention to detail and thoroughness in following through tasks.
- Demonstrated ability to build and maintain effective relationships and working within a team.
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure.
- Demonstrated commitment to continuous improvement, including adaptability and openness to change.
- Ability to anticipate issues and problems and think of creative solutions.
- Displays personal integrity and an honest and ethical approach

Relationships

The position is required to build and maintain the following relationships:

Internal (within NZCIO)

- Director
- Deputy Director
- Section Head
- Other staff at Post
- New Zealand Trade Development Centre staff

External (outside post)

- Ministry of Foreign Affairs

- Driver/Administrators in other key foreign offices
 - Other New Zealand Agencies
 - Contractors and suppliers
 - Car repair/trades people
 - Service company representatives
 - Property and facilities management providers
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Delegations:

None