

# POSITION DESCRIPTION

## Administration Assistant – Part time

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| <b>Location:</b><br>Rangiora, Canterbury | <b>Reports to:</b><br>Field Services Manager | <b>Team:</b><br>Field Services |
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## About MainPower NZ Ltd

MainPower is the electricity lines company serving the communities of Waimakariri, Hurunui and Kaikōura. With a century-long legacy, we take great pride in owning, operating, and maintaining the essential infrastructure of poles, wires, and underground cabling that powers home and businesses throughout our network.

With a commitment to safety and reliability, MainPower ensures a secure electricity supply to over 44,000 connections, positively impacting the lives of the people who call North Canterbury home. From bustling urban centres like Rangiora and Kaiapoi to the picturesque farmland of Hurunui, the renowned wine country of the Waipara Valley, and iconic tourist destinations of Hanmer Springs and Kaikōura, MainPower plays a vital role in supporting the diverse needs of our region.

## Position Purpose

The Administration Assistant is responsible for administrative support to the field staff to ensure that the Work Management System is delivered efficiently. They will also work with the Service Delivery team, to ensure projects and resources are accurately and reliably forecast to support a quality customer experience.

The Administration Assistant understands and anticipates current and future workloads and resource availability. The Administration Assistant ensures that staff responsible for service delivery are provided with complete and accurate information to support project delivery.

The Administration Assistant ensures that customer expectations are incorporated into our planning and operations, by following best practice and Company policies and procedures; all while ensuring health and safety standards are maintained.

## Key Accountabilities

| Key Result Area   | Accountabilities   |
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| <b>Administration</b><br>Provide administration support to assist with monitoring and control of Field services workflow and the work management system | <p>Provide support to field staff to ensure databases and documents are updated and distributed within timeframes.</p> <ul style="list-style-type: none"> <li>Assist in providing administration support to the work order management system and processes as required (i.e. running reports)</li> <li>Provide support to field staff to ensure databases and documents are updated and distributed within timeframes.</li> <li>Assist the supervisors with accurate, thorough and timely return of completed work by field staff to job owner.</li> </ul> |

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|   | <ul style="list-style-type: none"> <li>• Assist in the setup of purchase orders, job costing, job status progress and end of month financial reporting.</li> <li>• Electronically raise and monitor purchase orders to ensure they are distributed, and cost coded appropriately, in line with financial guidelines for the engagement of external sub-contractors and suppliers.</li> <li>• Manage and control documents, including templates, meeting minutes, reports and plans ensuring only the latest version of project documents are available for use.</li> <li>• Create and distribute reports as required for the team and other stakeholders. Ensure there is a proactive communication plan to track and manage information.</li> <li>• Maintain accurate Company records through updating customer and operational databases, electronic scanning of documents and hard copy filing.</li> <li>• Provide support to Accounts payable/ Accounts receivable for Field Services functions.</li> <li>• Provide general administration and support to other members of the team to achieve team goals and deadlines (i.e print job packs as requested/required by the Field Supervisors).</li> </ul> |
| <b>Customer Service</b><br>Focus on the customer experience and build a commitment to customer excellence   | <ul style="list-style-type: none"> <li>• Communicate professionally and with integrity to ensure end to end customer value is high</li> <li>• Maintain contact and notify customers of any changes related to dates of power outages</li> <li>• Maintain a balance between Company policy and customer benefit by handling issues in the best interest of both the customer and the Company.</li> </ul>  |
| <b>Documentation</b><br>Support Company practices by ensuring all administration processes and procedures are documented and follow best practice | <ul style="list-style-type: none"> <li>• Maintain a full understanding of all the Company's policies, procedures and practices.</li> <li>• Update/write documentation as required</li> <li>• Thoroughly and efficiently gather customer information/interactions, document information and support customer needs.</li> <li>• Continuously evaluate and identify any opportunities or areas of improvement in both the Company and the customer experience.</li> <li>• Complete electronic filing and store hard cop (where appropriate) records and papers as per Company Policy.</li> </ul>  |
| <b>Team Participation</b><br>Contribute to, and work with the Operations team and wider Company, to deliver a constructive workplace culture.     | <ul style="list-style-type: none"> <li>• Ensure the manager is made aware of issues and kept informed of developments relating to administration projects.</li> <li>• Provide quality service and support to departments within MainPower</li> <li>• Participate fully in meetings with colleagues, contributing and supporting colleagues as required.</li> <li>• Engage with and develop positive and effective relationships with customers, staff members, suppliers and contractors.</li> <li>• Increase knowledge of the customer and share that knowledge to enhance our customer service</li> </ul>  |

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|                          | <ul style="list-style-type: none"> <li>• Provide support to MainPower during emergency response and adverse weather events. This support may include work that draws on current or past experience within the industry or secondment to other areas of the business as required in order to provide support to the customer and community.</li> <li>• Undertake any further responsibilities as requested by the Administration Coordinator.</li> </ul>   |
| <b>Health and Safety</b> | <p>Under the New Zealand Health and Safety at Work Act (HSWA) 2015, employees have specific duties:</p> <ul style="list-style-type: none"> <li>• follow safety procedures</li> <li>• use provided safety equipment correctly</li> <li>• report hazards or unsafe conditions</li> <li>• cooperate with health and safety policies and practices</li> <li>• engage actively in maintaining a safe work environment and adhere to instructions aimed at reducing risks and ensuring safety at work.</li> </ul> |
| <b>Living our Values</b> | <ul style="list-style-type: none"> <li>• Demonstrate and promote high standards of values and integrity in all business dealings. Foster an inclusive and diverse work environment where employees are treated with respect and fairness.</li> </ul>  |

## Key Relationships

### Internal

- Field Supervisors and employees
- Service Delivery
- Vegetation Control team
- Network

### External

- Customers
- Key Suppliers, advisors and consultants

## Competencies

In order to be effective in the position, the Administration Assistant shall have and be able to demonstrate the following **skills and experience**:

- Actively demonstrates professionalism throughout the Company and the industry
- Is proactive, energetic, enthusiastic and positive in all dealings with colleagues and customers.
- Pursues the job objectives, shows focus in the face of opposition and ensure their values are aligned with the Companies objectives and values
- Demonstrates a strong understanding and commitment to support the goals and objectives of the Company and wider business
- Is a credible and trustworthy person who holds the respect and loyalty of all stakeholders.
- Makes and implements timely decisions that benefit the Company.

- Regularly updates their knowledge and skills through effective training and education.

In order to be effective in the position, the Administration Assistant shall have and be able to consistently demonstrate the **attributes and behaviours** described below:

- Demonstrates professionalism and earns respect and loyalty from stakeholders.
- Proactive, energetic, enthusiastic, and positive.
- Persistent in achieving goals, aligning personal objectives with company aims.
- Committed to the Field Services Function and company objectives.
- Supports the goals and objectives of colleagues.
- Plans and directs effectively, making impactful decisions across the company.
- Champions MainPower's Health, Safety, Environmental, and Quality initiatives, setting standards and driving continuous improvement.
- Continuously updates knowledge and skills through training and education.