



Napier District Masonic Trust

JOB DESCRIPTION

POSITION TITLE	Customer Services Administrator (Weekend)
LOCATION	Taradale Masonic Rest Home & Continuing Care
REPORTS TO	GM – Care & Villages
DIRECT REPORTS	Nil
LAST UPDATE	October 2025

OUR VALUES – What we hold most dear

Embrace life & living – people, community, culture, difference, with fun, humour & positive energy.

Accept & respect choice – with openness and sensitivity, of individuality and individual needs, because we are stronger together.

Act with a service heart – with aroha, care and kindness for our residents, their families, our communities and each other.

PURPOSE

The Customer Services Administrator is responsible for creating a warm, welcoming, and professional front-of-house experience in our facility. . As the first point of contact for residents, whānau, visitors, and staff, the Customer Services Administrator helps foster a positive and supportive environment where people feel valued and at ease.

The Customer Services Administrator is also responsible for providing essential administrative support to help to ensure smooth coordination behind the scenes and contribute to the consistent delivery of high-quality care for our residents.

KEY OBJECTIVES

- Deliver friendly, professional, and high-quality customer service to residents, families/whānau, staff, and visitors, creating a positive first impression and a welcoming environment.
- Ensure reception and administrative tasks are carried out with a high level of accuracy, efficiency, and attention to detail.
- Provide timely and proactive administrative support, including assistance with the coordination of key services relevant to our facility and wider organizational operations.

- Handle resident information and documentation with sensitivity and confidentiality, in line with NDMT's policies and all relevant privacy legislation.
- Foster clear and open communication across teams to support smooth day-to-day operations and a consistent, high-standard experience for those using our services.
- Keep the GM – Care & Villages well-informed on matters relating to reception and administrative responsibilities, raising any issues or updates as needed.

KEY RESPONSIBILITIES

KEY TASKS	PERFORMANCE OUTCOMES
Customer Engagement	<ul style="list-style-type: none"> • Act as a welcoming first point of contact for visitors, residents, families and staff providing direction and guidance as appropriate. • Answer phone calls and manage the main phone, ensuring all calls are directed to the appropriate person and messages are taken accurately and escalated promptly as appropriate. • Monitor facility emails and enquiries ensuring a timely response is provided and escalation to the appropriate person. • Receive and promptly respond to maintenance requests from village residents, accurately documenting each request in the maintenance database and ensuring timely redirection and appropriate escalation when necessary. • Ensure effective and appropriate use of written and oral communication skills are demonstrated at all times. • Maintain professional relationships with residents, family/whānau, staff and visitors treating them politely and courteously at all times. • Ensure all visitors, contractors, medical practitioners, etc are provided with up-to-date information regarding signing in/out and liaise with appropriate staff regarding arrivals as required. • Ensure the reception area is maintained to a high standard of presentation and remains free of potential hazards at all times, e.g. courier deliveries, trip hazards, entrance congestion.
Resident Services Support	<ul style="list-style-type: none"> • Act as a friendly resource person for residents, providing assistance and direction as appropriate. • Provide assistance with weekend activities setup in line with activities plans and schedules. • Ensure the main lounge areas are well presented and welcoming for residents and visitors at all time. • Provide technology support with TV, music, movie theatre set up, etc to ensure residents always have interesting and varied engagement opportunities.
Administration Support	<ul style="list-style-type: none"> • Assist with the collation and distribution of communications and updates. E.g. Movie posters and schedules, Menus, etc. • Provide general administration support, e.g. photocopying, scanning, printing and data entry. • Provide support with filing and storage of information, ensuring all documents are always filed accurately in the appropriate place. • Collect and post mail as required ensuring all mail/packages, newspapers etc. are delivered to residents and the correct service department in a timely manner. • Assist with IT/phone issues and enquiries for residents and staff as required escalating as appropriate.
Relationship Management	<ul style="list-style-type: none"> • Build and maintain professional and effective relationships with key internal and external people and contacts across all levels across the organisation eg, residents and their whānau, GPs, allied health professionals, contractors, suppliers etc to ensure effective

	communication and the smooth operations of the services NDMT provides.
Health and Safety	<ul style="list-style-type: none"> • Demonstrate a clear understanding of Health & Safety requirements including reporting of any identified safety hazards, near misses, incidents and accidents. • Demonstrate knowledge and understanding of NDMT emergency procedures including emergency evacuation procedures and civil defence emergency procedures (if applicable). • Support and adhere to all health and safety policies, procedures and systems that promote the health, safety and wellbeing of all people who work in, live in and access NDMT. • Ensure the appropriate use of Personal Protective Equipment (PPE) as required for specific tasks or work environments and ensure compliance with PPE protocols to maintain personal and team safety.
Cultural Awareness	<ul style="list-style-type: none"> • Participate in ongoing training and development provided to enhance knowledge and understanding of cultural awareness, ensuring respectful and inclusive practices that recognise and honor the diverse cultural backgrounds and preferences of all residents and colleagues. • Actively engage in and promote the principles of Te Tiriti o Waitangi in all interactions and decision-making processes. • Ensure all services provided to residents are spiritually and culturally appropriate by maintaining awareness of the principles of Te Tiriti o Waitangi, respecting tikanga Māori (Māori customs and protocols), and applying these cultural understandings in everyday interactions and professional settings. • Recognise the importance of the Pacific culture, language faith and family values and support NDMT to foster an inclusive environment by embracing and integrating Pacific Island cultural values, customs, and worldviews.
Professional Development	<ul style="list-style-type: none"> • Participate in all NDMT required training programmes. • Maintain up to date knowledge with relevant legislation, best practice activities, procedural and policy developments. • Maintain professional standards through self-development and attendance at appropriate courses.
Confidentiality	<ul style="list-style-type: none"> • Maintain strict confidentiality at all times including compliance with the Privacy Act 2020 and all related organisational policies.
General	<ul style="list-style-type: none"> • Treat all residents, their families/whānau, friends, representatives and staff with respect at all times. • Positively promote the reputation of the NDMT at all times. • Carry out any other additional duties as may be reasonably required from time to time.

PERSON SPECIFICATION

Qualifications

- A qualification in Business Administration, Customer Services or similar (*preferred*) or appropriate relevant experience.

Skills, Experience and Attributes

- Outstanding customer services skills and a service-oriented person with a “can-do” attitude who “makes things happen”.
- A high level of IT and computer literacy with experience using Microsoft Office 365 suite of products particularly Word and Excel.
- Previous experience in the healthcare sector (*preferred*).
- Very strong interpersonal skills with the ability to build valuable internal and external relationships and ability to deal with all levels within the organisation.
- Close attention to detail while being efficient and accurate.
- Well organised with sound time and stress management skills, particularly when managing multiple priorities.
- Absolute confidentiality as well as tactfulness in responding to issues.
- Excellent written communication and editing skills.
- Patience and empathy with older people and their families.
- Compassionate and caring manner with a sense of humour.