# Southern Training Coordinator

| POSITION DESCRIPTION | |
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| TITLE | Southern Training Coordinator |
| REPORTS TO | Southern Business and Customer Services Manager |
| LOCATION | Christchurch |
| DIRECT REPORTS | 0 |
| DATE REVIEWED | June 2022 |

## Site Safe

### Our Vision

Construction - Proud to be Safe

### Our Mission

Building a Safer Construction Industry Together

### Who We Are

Established as a not-for-profit society in 1999, Site Safe's goal is to help reduce harm in the New Zealand construction industry. A membership-based organisation with over 5,000 members, we provide leadership, advocacy and a range of services to support the industry to be safe. We help develop future health and safety leaders, provide education and resources, and give advice to businesses on solutions that make a real difference and ensure everyone goes home safe at the end of each day.

### Our Values

| | | |
|---|---|---|
| | **Safety** | Safety and health are at the forefront of what we do and who we are. |
| | **Attitude** | We are respectful and honest. We believe with passion and work with integrity. |
| | **Fairness** | Our willingness to listen and learn enables continuous improvement towards excellence. We have inquiring minds and are open to change for the best outcomes. |
| | **Engagement** | Our sense of team and trusting relationships enables robust debate and best practice development. |

## Purpose of the Position

- Provide customer service and front-line reception
- Coordinate and administer the scheduling of courses
- Coordinate and administer Site Reviews (audits)
- To provide general administration duties and provide office support as required

## Key Responsibilities

### 1. Reception

- Welcome all visitors to the office in a friendly and professional manner.
- Ensure the reception area is well maintained and kept tidy and organised.
- Ensure sign in/sign out register is completed by visitors to the office and internal staff.
- Organise courier despatch/deliveries and action other trade deliveries as required.
- Collect, open and distribute incoming mail.
- Assist with stock takes of office consumables, collateral and kitchen/cleaning supplies
- Assist with the organisation of functions/meetings as required.
- Set up/reset meeting rooms after external meetings when required.
- Assist with setting up catering requirements for meetings or training events.

### 2. Customer Service

- Respond to incoming telephone calls, emails and over the counter queries regarding general course, membership, product and service information that Site Safe provides, in a timely and professional manner.
- Respond to customer queries and requests for advisor or trainer information.
- Assist the Wellington team on the phones as requested.
- Provide information regarding online bookings, membership, products and services and payment options.

### 3. Training Course Administration

- Ensure all course correspondence is reviewed, and processed.
- Ensure all course images are downloaded, and meet requirements, ready for processing.
- Prepare ‘away kits’, as required for off-site training.
- Complete the above in a timely, efficient and accurate manner to ensure that the customer service delivery reporting timelines are achieved.

### 4. Schedule training

- Enter confirmed courses into the system within a timely manner, ensuring there are enough courses to meet training demand.
- Liaise with the Southern Safety Advisors and contractors for training course dates.
- Liaise with designated interpreter for foreign language courses.
- Set meeting requests/reminders in Outlook to ensure Trainers are aware of scheduled training dates.
- Regularly complete the booking schedule with new and amended courses.
- Liaise with venue providers and caterers for courses where external venues are required.

- When required and where possible, ensure courses are cancelled and customers are advised within a reasonable time frame.
- Regularly review with the Southern Customer Services Team Leader the South Island Training Schedule, and promote specific courses as required.
- Administer the rebooking and/or crediting of accounts for cancelled courses and individual or company bookings.

**5. Site Reviews**

- Manage the administrative duties relating to Site Reviews and liaise with the client and reviewer as required.

**6. Administration and Support**

- Collate course materials for Trainers as required.
- Download and prepare course Trainee lists/Trainer declaration prior to the course taking place or as requested by the Trainer/s.
- Forward invoices received to the Southern Customer Services Team Leader for processing.
- Maintain the required stock levels needed for Training by completing a monthly stock take as requested by the Southern Customer Services Team Leader.
- Provide assistance for Trainees who are required to report incidents and accidents for Health & Safety purposes.
- Assist in managing South Island waitlist queries and ensuring all customers are contacted and, where possible, scheduled into courses within a reasonable timeframe.
- Set up training rooms at the end of the day ready for courses the next day, including topping up of course material on a weekly/as required basis.
- On assigned days undertake car parking duties.
- Clean up of the training area between breaks and top up promotional brochures as required.
- Provide administration support to the Southern Regional Manager and Safety Advisors as required.
- Ensure catering is ordered and confirmed for all higher level learning courses and schedules are reviewed for any additional orders required.
- Generate sales orders for customers within a timely manner.
- Perform various functions using the adopted internal programmes and databases.

**7. Health and Safety**

- Ensure personal and team responsibility in the application of Site Safe health and safety policies and procedures.
- Identify and report on potential improvements to health and safety within the workplace.
- Complete any required organisational health and safety related training or education.

Other tasks as required

## Key Relationships

| Internal | External |
|---|---|
| Southern Business and Customer Services Manager | Customers (members, clients, trainees and trainers) |
| Southern Regional Manager | Couriers / delivery contractors |
| Southern Regional Team | |
| National Customer Services Manager | |

## Person Specification

### Experience, Knowledge and Qualifications

Essential:

- At least 2 years' experience in a customer service role
- Administration experience
- Skilled at using Microsoft Office and customer databases
- Communicates effectively and professionally in writing and in person
- Effective time management
- Problem solving skills

Desirable:

- A broad understanding of Site Safe's overall objectives, and products and services
- A basic understanding of health and safety processes

### Personal Attributes

- Can work collaboratively with colleagues at all levels
- Accuracy and attention to detail
- Flexibility
- Is self aware, invites feedback and learns from mistakes
- Demonstrates commitment to the Site Safe Values