



JOB DESCRIPTION

Job Title	Office Administrator
Reports to	Managing Director
Date prepared/Revised	March 2025
Job Status/Hours of work	Permanent full-time.

Our Goal

Tineli is NZ's favourite cycling clothing brand. Our mission is to be every New Zealander's favourite cycling company in the key areas of product, design, communication and user experience.

The same values apply everywhere in the world that we do business.

Role Purpose

To ensure the efficient operation of Tineli NZ and international through the provision of high quality, professional administrative and operational support. This is a role that requires exceptional administration, organisational, customer service and relationship management skills. The job holder will be a highly computer literate cycling fan.

Key Responsibilities

Key Result Areas	Key Responsibilities	Frequency
General Administration	<ul style="list-style-type: none">Processing and invoicing of customer ordersChecking and processing of distributor documentation	As needed As needed
Warehouse Administration	<ul style="list-style-type: none">Pack and ship Collection and Custom ordersReceive and manage inwards stock	Daily As needed
Financial	<ul style="list-style-type: none">Monthly debtors including reconciliation, statements and debtors collections and follow up.Credit management and paymentsRecording transactions, account reconciliation	Monthly Fortnightly Monthly
Customer Service	<ul style="list-style-type: none">Customer service by email, phone and chat.Collect and collate customer feedback.	Daily As needed
Marketing support	<ul style="list-style-type: none">Website maintenance – posting news/blog/Facebook entries; edit content; uploading of new imagesManaging marketing assets, banners, tents, etc	As needed As needed
Report Preparation	<ul style="list-style-type: none">AR reportingOld ordersSales representative's reports	Monthly Monthly Monthly
Office Admin	<ul style="list-style-type: none">Office supplies management.	As needed

In addition to the duties listed, the job holder will be required to undertake other duties as reasonably requested from time to time.

Experience / Skills Required

Essential skills and experience

- Exceptional attention to detail and follow through
- Good administration and numeracy skills
- Good web and computer literacy particularly Excel.
- Ability to follow set systems as well as innovate upon current systems.
- Good written skills – clear language and good grammar.
- Strong organizational skills with the ability to prioritise and complete tasks calmly when under pressure or facing tight deadlines
- Good team worker – know own strengths and seek/accept input from others as needed.
- Strong time management skills
- Customer focused with excellent communication skills
- Ability to work autonomously and on own initiative
- A positive, enthusiastic, 'can do' attitude
- Ability to relate and communicate with people from a variety of backgrounds

Desirable skills and experience

- Prior accounts administration experience
- Familiarity with online accounting packages
- Able to attend occasional events would be a bonus
- Basic familiarity with graphic design process and software
- A cycling enthusiast

Applicants should have New Zealand residency or a valid NZ work permit.

Working Relationships

Internal

- Directors
- Sales Representatives
- Graphic Designers
- Marketing

External

- Customers
- Suppliers
- Manufacturers
- Associated companies