

Receptionist/Export Documentation Advisor

About Us

As the home and voice of Canterbury business, Business Canterbury's purpose is to be the best business partner, to help businesses and their people thrive.

With over 2,700 members who are at the heart of everything we do, it is an exciting time to be part of Business Canterbury. Over the past 12 months, we have undergone a major transformation resulting in a new membership framework and value proposition, a new digital infrastructure, a new name and brand and a new governance structure.

With our strategy focused on embedding the outcomes of our transformation, growing our audience and our engagement – this role is a great opportunity to join an organisation that is helping to shape the future of Canterbury.

We are fiercely focused on what's best for our members and customers and our vibrant team thrives on collaboration, innovation, and making a real difference to our members and customers.

Business Canterbury fosters an inclusive business environment, making it easier for businesses and their people to thrive, by developing their capability and ensuring their voices have influence.

About the Role

We are looking for someone to join our team as our front-line receptionist and export documentation advisor. This role will be the first impression for members visiting and calling Business Canterbury and help position Business Canterbury as the largest and most influential voice for business in New Zealand.

This role's focus will be:

- Providing the first impression of Business Canterbury through front line reception duties
- Certifying export documentation on behalf of our export community
- Supporting exporters with their export documentation queries
- General administration support for the wider team.

The successful candidate will:

- Be fiercely focused on what's best for our members and customers
- Have a passion for providing excellent customer service and support
- Have previous reception or administration experience
- Ideally have exporting and/or export documentation knowledge and a general understanding of business
- Be structured and process driven and have excellent attention to detail
- Multi-tasking goes without saying
- Able to operate in a fast-paced, agile environment
- Being the best business partner to support our members and customers and our internal team

In return, we'll offer you:

A fantastic opportunity to join a small and ambitious team in a progressive purpose-led organisation

as the home and voice of Canterbury business offering:

- A supportive and empowering culture – we love to see our people excel and their ideas come to life through our values: Lead the charge and the change; be the best business partner; fiercely focused on what’s best for our customers; commercially driven for impact and authenticity matters.
- The opportunity to be part of an organisation that is a key part of Canterbury’s business future.
- A flexible environment that focuses on impact and outcomes.
- Great learning and development opportunities through our comprehensive training and event programme.
- The opportunity to develop and deliver on your own ideas.

If this sounds like you, please see the Job Description below, **before submitting your CV and cover letter via Seek**. The closing date is **5pm on Tuesday 22 March 5pm 2025**.

Position Description: Receptionist/Export Documentation Advisor	
Title	Receptionist/Export Documentation Advisor
Reports To	General Manager
Location	57 Kilmore Street, Christchurch
Date Completed	April 2025
Internal Relationships	Chief Executive, General Manager, Communications, Marketing & Advocacy Manager, Finance Manager, Business Services Manager, Commercial Team, Business Services Team, Marketing & Communications Team, Events and Training personnel
External Relationships	Members, Customers, Auckland Business Chamber, New Zealand Chambers of Commerce and Industry (NZCCI), Exporters and Suppliers.
Direct Reports	N/A

Purpose of Receptionist/Export Documentation Advisor Position
<p>Background Being fiercely focused on on what’s best for our members and customers is at the core of what we do, so providing the best first impression of anyone visiting or engaging with Business Canterbury is at the centre of this role. There are three key components to the role including front line reception, export documentation services and administration support.</p> <p>As a part of the New Zealand and International Chamber Network, Business Canterbury plays an Important role in supporting exporters with certification/verification of export documentation. With the increases in Free Trade Agreements and the complexities this involves, sitting along the certification role is supporting exports with market enquiries regarding the documentation required.</p> <p>Position Objectives</p> <ul style="list-style-type: none"> • Providing exceptional customer service through front line reception • Ensuring export documentation services support exporters across our community • Providing strong efficient administration support <p>The Role will include the Following Areas of Responsibility:</p> <ul style="list-style-type: none"> • Front Line Reception • Export Documentation • Administrative Support

Key Areas of Responsibility

You are responsible for delivering on the following key accountabilities for this role. Key performance indicators (KPIs) which will be discussed and agreed with you upon commencement. These include:

Front Line Reception

- Welcoming of callers and visitors
- Ascertaining callers and visitors needs and directing to the appropriate person
- Promptly advising the relevant staff member of visitors and offering hospitality to the visitor
- Ensuring reception is manned at all times
- Ensuring reception is professional and tidy
- Ensuring marketing resources, digital messaging, magazines etc at reception are kept current reflects our current offering and on brand.

Export Documentation

- Certifying Export Documentation by prompt certification of hard copy and electronic export documentation
- Maintaining up to date knowledge on export documentation requirements
- Maintaining up to date manuals and documentation of certification processes
- Provide, when required and reasonable (and as mutually agreed), an out-of-hour export documentation service
- Assisting Exporters with queries
- Keeping up to date with national directives
- Produce the required monthly billing report and reporting documents on time
- Accurate recording of information for invoicing and cancelled documents.

General Administrative Duties

- Provide general administrative support assisting the wider team
- Maintain/update details in the CRM system
- Co-ordinate the provision of supplies for required inhouse groceries
- Arranging and ordering print order of stationery (e.g. business cards, envelopes, member certificates etc) as required
- Keeping photocopiers well stocked with paper and ordering supplies
- Assisting as a backup the set-up and clean-up of meeting rooms when hospitality is provided
- Ensure storage rooms and collation area are kept tidy and organised at all times.

General

- Any other duties that may arise as the position develops
- Promote and actively encourage membership growth through identifying and actioning membership acquisition and retention opportunities
- Actively participate in:
 - Team meetings
 - Annual business planning process
 - Staff engagement surveys
 - Professional development
 - Identifying and acting on opportunities that support our strategy
- Operate within the agreed Strategy/Operational Business Plan and Budget

Corporate Responsibility

- Create and maintain information and appropriate Business Canterbury management systems
- Promote a positive and professional image of Business Canterbury at all times
- Represent the Business Canterbury as appropriate
- Engage in appropriate stakeholder liaison
- Understand and implement Business Canterbury values of **Lead the Change and the Charge; Be the Best Business Partner; Fiercely Focussed on what's best for our Customers; Commercially Driven for impact and Authenticity matters.**

- Ensure you understand and adhere to all Business Canterbury Policies including the Health and Safety Policy, which involves actively contributing towards Business Canterbury's commitment to the safety and wellbeing of our fellow staff and our members at all times.

Key Competencies/Knowledge/Skills and Experience

	Required	Desirable
Previous reception/frontline experience and general administration skills	✓	
Excellent listening skills	✓	
Ability to multitask and manage a fluctuating workload and priorities	✓	
Attention to detail and accuracy	✓	
Customer service, internal and external	✓	
Previous Export documentation and/or industry experience		✓
Team work and team communication	✓	
Previous CRM use (HubSpot)		✓
Microsoft Office to intermediate level (Word, Excel, Outlook)	✓	

Personal Attributes

Personal Attributes	Characterised by
Customer Focus	<ul style="list-style-type: none"> ▪ A passion for providing excellent customer service and support
Personal organisation	<ul style="list-style-type: none"> ▪ Highly motivated ▪ Copes well under pressure ▪ Attention to detail ▪ Well organised
Integrity	<ul style="list-style-type: none"> ▪ High-level of integrity, confidentiality and honesty
Agility	<ul style="list-style-type: none"> ▪ A multi-tasker that can effectively switch from one task to another ▪ Keeps track of deadlines for this role and others within the team ▪ Responds well to and embraces and leads change
Self knowledge	<ul style="list-style-type: none"> ▪ Uses initiative and is a self-starter