



POSITION DESCRIPTION

Position Title **Executive Project Coordinator**

Position Summary:

Reporting directly to the Country Manager, provide, organise and coordinate projects, resources and people, and carry out administrative functions for the CM and Executive team. This position seeks to provide administrative support to the CM which includes managing a complex schedule; coordinating meetings, conference calls and travel arrangement. He/She will be required to track project works in line with the plan, identify risks, manage issues and report progress to the CM. Administratively, he/she will be required to generate project reports and respond to, review and prioritise correspondence. Due to the visibility of the position, the Executive Support must work well with all levels of company staff. He/She is expected to be extremely professional in demeanour and appearance and must maintain the highest level of confidentiality and discretion.

Department Summary:

The Administration team is responsible for day-to-day activities that are related to financial planning, project planning, record keeping in the Company (and continuously improving them) including: billing, personnel, physical distribution and logistics, within an organisation. They play a key role in the Organisation infrastructure for the Company, regardless of the scale.

Role Status:

Full time

Location:

Rarotonga, Cook Islands

Position reports to (role):

Country Manager

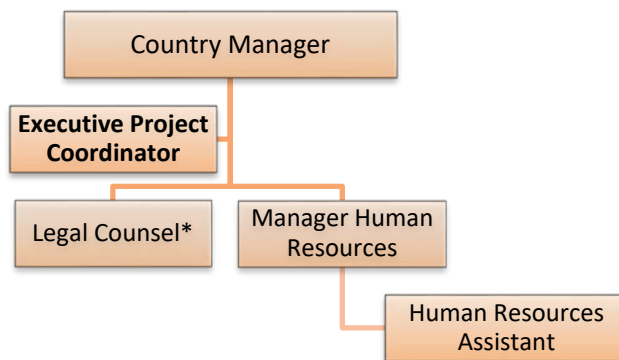
Management Unit:

Administration

Date:

May 2017

Department Organisational Structure





Key Accountabilities and Results Areas

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| Primary Responsibilities <ul style="list-style-type: none"> • Coordinate projects, resources and people to meet the plan and its time frames with the aid of tools ie Gantt Charts. • Tracking projects progress and reporting regularly back to CM. • Execute a variety of routine and complex administrative duties in support of the CM (i.e. schedule meetings, conference calls, and other events) utilizing effective time managements as well as best use of company resources. • Prepare reports for the CM (daily, weekly, or monthly). • Supervise the management and retrieval of all corporate documents, contracts, agreements, etc. • Receive guests of the CM, field heavy call volume, answer and respond to calls/ emails, providing a high level of service. • Ensure logistics arrangement for all aspects of CCM's travels are properly coordinated, pre-arranged and verified in advance. • Serve as liaison between the CM and management staff, board members, customers, vendors and other associates. • Provide expert level written and oral communication support for CM; will be required to develop and generate reports, presentations and prepare correspondence. • Prepare and submit CM's expense report in a timely manner. • Support the planning and preparation of Bluesky's Board meetings and Executive meetings. • Facilitate escalated complaints to the CM. • Facilitate new warrant procedures and processes. • Inventory and order office supplies for CM. • Maintain the condition of the Boardroom, CM rooms to arrange for necessary repairs or other related office improvements. • Provide administrative support and assistants to members of the administration team. • Perform other related duties as assigned. | |
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Key Stakeholder Relationships

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| Internal Stakeholders: | <ul style="list-style-type: none"> • Group CEO / Country Manager • Members of the Bluesky Board • Members of the Executive Team • Managers and staff |
| External Stakeholders: | <ul style="list-style-type: none"> • Customers • Employee representatives |

Key Requirements and Competencies

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| Qualifications/ Experience: | <ul style="list-style-type: none"> • Essential: NCEA Level 3 pass. 5+ years of relevant experience in a project coordinator and/or executive administrative role supporting senior management staff. • Desirable: Associates degree in Business, Communication or Project Management Certificate or other relevant discipline or relevant work experience. |
| Knowledge/ Skills: | <ul style="list-style-type: none"> • Demonstrated ability to maintain confidentiality and display professional demeanour. • Demonstrated ability to manage multiple priorities. • Strong detail orientation, planning, organizational and follow-through skills. • Strong interpersonal skills, business acumen and customer focus. • Must be articulate and possesses a strong sense of initiative to anticipate potential needs. • Ability to work independently to meet deadlines and complete projects. • Must be flexible to work hours outside of regular business hours. • Excellent written and verbal communication skills. • Advance computer skills to include Microsoft applications (Excel, PowerPoint and Word). |
| Organisational Competencies: | <ul style="list-style-type: none"> • Customer Service – Treats all customers courteously; is responsive to customer requests and elicits feedback from them to monitor their satisfaction; considers both the short and long-term interests of the customer in making service decisions; proactively identifies customer needs and takes responsibility for resolving customer complaints in a timely manner. • Learning Agility - Demonstrates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning, and in doing so creates an expectation in others to seek and learn from experiences. |



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| | <ul style="list-style-type: none"> • Building Collaborative Relationships - Exhibits an ability to cooperate and collaborate with colleagues across Bluesky to achieve shared goals; develops and maintains a range of internal and external networks to meet organisational objectives; looks for opportunities to support colleagues. • Self Management - Sets personal goals in line with business unit plans; takes responsibility for prioritising own work; looks for opportunities to improve performance; is passionate about achieving results. |
| | <ul style="list-style-type: none"> • Continuous Improvement – Looks for opportunities to apply continuous improvement practices / principles in their work area; responds to suggestions from others; applies new learning so as to improve individual and team performance. |

Compliance

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| Business Compliance: | <p>Ensure a sound understanding and:</p> <ul style="list-style-type: none"> • demonstrate commitment to and comply with all legislation and Bluesky policy relevant to the role and all activities undertaken in the role • ethical performance in an effort to maintain a high standard of conduct expected and deserved by our customers and to enable the Company to continue to offer its services and comply with our Bluesky Code of Ethics and Conduct. |
| Health and Safety: | <ul style="list-style-type: none"> • Undertake all work in a safe manner and follow all company and workplace health and safety procedures • Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification • Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible. |

Vision, Values, Purpose & Our Way

| Our Vision | Our Purpose | Our Values | The Bluesky Way |
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| To be the most recognised and preferred company for connecting our Pacific communities around the world. | We apply technology and service excellence to advance and improve the lives of our customers | <ul style="list-style-type: none"> • Customer first • Team work • Integrity • Passion • Positive attitude and smile! | <p>We take ownership and always do our best for customers.</p> <p>We respect and support each other.</p> |