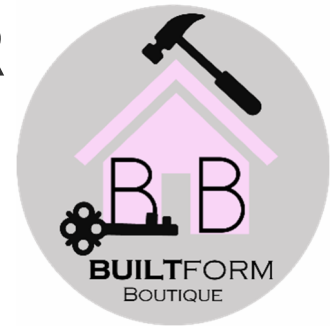


# OPERATIONS SUPPORT OFFICER

## BUILTFORM BOUTIQUE



**Administrative Assistants (Administration and Office Support)**

**Part time, Full time, or Contractor**

### ABOUT US

**BUILTFORM BOUTIQUE** is a boutique business focused on providing certification, compliance and development consultancy services for a wide range of residential and commercial developments, including all types of extensions and renovations as well as new builds.

We take pride in creative thinking and are highly trained in current legislation and planning requirements. Our aim is to provide our clients with premium service and compliant results for proposed developments.

Our team works closely with our clients to understand their needs and expectations so that we can provide advice on specific planning and certification matters relating to the proposed developments. We share our passion by helping others.

### ABOUT THE ROLE

We are currently seeking a motivated and proactive Operations Support Officer to join the team on a contract (abn required), part-time or full-time permanent basis. Reporting direct to the Managing Director, this role will provide administrative support to the team. This role will assist with onboarding clients, managing lodgements, client management, data entry, reporting and ad-hoc administrative tasks as directed.

### KEY ACCOUNTABILITIES

- Provide efficient and effective coordination of administrative tasks required in the processing of applications for clients.
- Proactively support the Certifiers and Consultants by managing documents and following up on outstanding activities such as form completion, collation of relevant documentation, client follow-up, and notification of job progress.
- Convert quotes to applications in PermAssist (PA) and create new applications and allocate relevant Certifier for the job in PA when required.
- Collate all relevant paperwork required for each job, upload paperwork and save appropriately in the system as per internal process documentation.
- Lodge relevant and required documentation to Council within the specified timeframes to accelerate approval and completion processes.
- Monitor Council responses to applications ensuring outstanding items are followed up promptly.
- Respond to both phone and email client enquiries on job progress and follow through as required, ensuring the relevant Officer is notified of any client issues. Document communication accordingly.
- Monitor, receive and send email correspondence, saving relevant client information as required.
- Be proactive in answering incoming phone calls, problem-solving when able and delegating as appropriate.
- Be responsible for daily payment monitoring and reconciliation for all Builtform Boutique jobs ensuring appropriate internal processes are adhered to.
- Pay regular attention to unpaid quotes and follow up with clients to assist with expediting job completion and safeguarding customer satisfaction.

- Utilising PA and Xero accounting systems, accurately recording payments details.
- Attend and contribute to regular team meetings to improve communication and process efficiency.
- Maintain up to date work and system procedures, calendars, and system templates.
- Contribute and update marketing and advertising for Builtform Boutique, including social media and website content.
- Perform any other admin duties your employer may assign to you, regarding your skills, training and experience.

## WHAT WE ARE LOOKING FOR FROM YOU

To be successful in this position you will need to be able to think on your feet and be effective at multi-tasking to meet allocated deadlines. As the role is process-driven you will benefit from being able to work calmly under pressure, to assist the team with making decisions and balancing multiple priorities.

## EXPECTED BEHAVIOURS AND PERSONAL ATTRIBUTES

- Be always well-presented, friendly and courteous as well as represent the business confidently and positively at all times.
- Diligently undertake all duties, with honesty and integrity.
- Adopt a can-do, positive and proactive attitude to all duties assigned with a commitment to continuous improvement.
- Connect through positive and productive engagement with other employees to help develop their knowledge and experience.
- Have a vigilant attitude to workplace safety and the safety of fellow workers and the community.

## KNOWLEDGE AND SKILLS

- Knowledge of basic accounts processing, raising invoices and reconciliations.
- Demonstrated ability to be self-motivated, highly organised and multitask to deliver services on time with a high degree of accuracy.
- Demonstrated ability to proactively contribute to a team-based environment for service delivery provision and improvements.
- Possess exceptional attention to detail to pick up on inconsistencies and incomplete applications.
- Well-developed organisational and time management capabilities with the ability to manage and stay on task despite many distractions.

This is a great opportunity to work with a boutique business serving a premium client base with selective projects and a team that appreciates your contributions to the business.

***If this sounds like the opportunity for you, please apply now by emailing [office@builtform.boutique](mailto:office@builtform.boutique) or call Vanessa Hicks on 0432 333 840.***



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