



**Job Title:** Administration and Bookings Coordinator

**Company:** Boost Your Learning

**Location:** Nelson, New Zealand

**About Boost Your Learning:**

Boost Your Learning is a dynamic and rapidly expanding startup dedicated to transforming the education landscape through one on one tuition. We have operations in venues in Nelson, Tasman and Marlborough and also operate online to support students across Aotearoa. As we continue to grow, we are seeking a highly organised and detail-oriented Administration and Bookings Coordinator to join our team.

**Job Overview:**

As the Administration and Bookings Coordinator, you will play a crucial role in ensuring the smooth operation of our administrative processes and managing bookings for our programs. You will be responsible for maintaining efficient office operations, handling customer inquiries, and coordinating bookings for our learning sessions. Working hours can be flexible by negotiation, although you will be based in Nelson.

Rate of Pay: \$26-\$30 p/h depending on experience

Weekly hours: 10-15 hours per week (by negotiation)

**Responsibilities:**

- Administration:
  - Manage day-to-day office operations, including handling incoming calls, emails, and inquiries.
  - Maintain organised and up-to-date records of important documents and information.
  - Support various administrative tasks to facilitate the overall efficiency of the office.

- **Bookings Coordination:**
  - Coordinate and manage bookings for Boost Your Learning programs and events.
  - Communicate with clients to understand their requirements and provide relevant information about our offerings.
  - Collaborate with internal teams to ensure seamless execution of booked sessions.
  - Resolve booking-related issues and provide excellent customer service to enhance client satisfaction.
- **Communication:**
  - Effectively communicate with internal teams, clients, and external partners.
  - Provide timely and accurate information to address inquiries and concerns.
- **Process Improvement:**
  - Identify areas for process improvement and efficiency within the administration and bookings functions.
  - Collaborate with team members to implement improvements and enhance overall operations.

#### **Qualifications:**

- Proven experience in administration, including invoicing and bookings coordination.
- Exceptional organisational and multitasking abilities.
- Strong communication skills, both written and verbal.
- Customer-centric approach with a focus on delivering high-quality service.
- Proficiency in office software (e.g., Google Suite, Teachworks and Xero).
- Ability to work independently and as part of a collaborative team.

#### **How to Apply:**

If you are a detail-oriented and proactive individual who thrives in a fast-paced environment, we would love to hear from you. Please submit your resume and a covering letter detailing your relevant experience to [amy@boostyourlearning.co.nz](mailto:amy@boostyourlearning.co.nz)

**Deadline for Applications:** 15th of November 12 noon

Boost Your Learning is an equal opportunity employer founded on the values of quality, empathy and integrity and encourages candidates from all backgrounds to apply.