

## Fiona Kemp

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Hamilton

021 1402914

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DOB 18-10-1973

**Administration:** In all of my past roles there has been an administration component. In my work I have answered phones, distributed mail, typed reports, filing, writing reports, PA and sorted out orders for contractors.

**Communication:** In my employment I have been required to supervise and manage the staff, maintain an efficient level of service, ensure that the customer's needs were met and organise and coordinate supplies.

**Sales:** I have been involved in retail and house sales through my previous experience with front line sales and with real estate. I have the ability to reach and exceed monthly sales targets.

**Teamwork:** When managing a team of people, my experience has been to build a good rapport and acknowledge others individual strengths and how they contribute to the team. My contribution to the team meant that they were able to work together and enjoy their jobs.

**Customer Service Skills:** All my roles customers service has been a critical part of the work. In dealing with people I am have the ability to build rapport, find out what the customer wants and provide a quality service.

**Problem Solving and Analytical:** I have the ability to establish the needs of the customers and look for solutions to solve any problems quickly and efficiently.

**Office Based Skills:** Intermediate Word, Excel, Outlook and the Internet. I have an understanding of business correspondence, office procedures and clerical systems.

**Personal Attributes** – Flexibility, initiative, good organisation skills, attention to detail and hard working.

NZ Drivers Licence Class 1 (Full)

## Employment History

### Property Manager (Full time)

L J Hooker Ngaruawahia

October 2023 – May 2024

- Tenant selection
- Rent collection
- Co-ordination of maintenance work
- Property inspections
- Resolve tenants complaints
- Tenancy contracts

**Motel Manager (Full time)**

**City Suites Tauranga**

May 2023 – October 2023

- Bookings
- Check-ins, Check-outs
- Reception work
- Ordering supplies
- Collecting rents from permanent residents
- Cleaning motel units
- Laundry
- Dealing with Emergency housing

**Motel Manager (Full time) Brooklyne Motel and Caravan Park**

September 2021 – May 2023

- Bookings
- Check-ins, Check-outs
- Reception work
- Ordering supplies
- Collecting rents from permanent residents
- Cleaning motel units
- Laundry

**Property Manager (Part time) Inspire Property Management**

July 2020 – April 2023

- Tenant selection
- Rent collection
- Co-ordination of maintenance work
- Property inspections
- Resolve tenants complaints
- Tenancy contracts

**Service Delivery Person (Full time) Alsco**

June 2018 - August 2020

- Deliveries
- Sales
- KPIs
- Customer service

**Sales Support (Full time) OCS Palmerston North**

March 2018 - June 2018

- Only short term contract (3 months)

**Supervisor (Full time) OCS Palmerston North**

Feb 2018 - March 2018

- Only a short term contract (2 months, then moved to sales department)

**Housekeeper (Part time) Drovers Motor Inn**

July 2017 - March 2018

**Housekeeping supervisor (Full time) Kingsgate Hotel Greymouth**

Oct 2015 – Nov 2016

**Office Administrator (Part time) Tinbum Fishing Charters Kaikoura**  
Sept 2014 – July 2015

**Housekeeping/Receptionist (Part time) Lobster Inn Kaikoura**  
Sept 2014 – July 2015

**Retail Assistant/Weekend Manager (Full time) Feather 'n Fur Pet Centre**  
3 years

**Retail Assistant (Full time) Woodend Dairy**  
1 year

**Packer (Full time) Couplands Bakery**  
8 months

**Sales Assistant (Full time) Animates, Tower Junction & Papanui**  
8 months

**Real Estate Agent (Full time) Gilmans, Kaiapoi & Harcourts Rangiora**  
1 year

**Forecourt Attendant (Full time) Shell Service Stations, Christchurch**  
3 years

**Retail Assistant(Part time) Jacko's Dairy, Woolston**  
6 years

**Receptionist(Full time) Faux Brick and Paving**  
6 months

#### **Referees**

Susan Bukholt, Company Director - 027 550 4441

Lisa Johnson, General Manager, Inspire Property Management – 09 973 1938