

POSITION DESCRIPTION: BUSINESS OPERATIONS COORDINATOR

Position Title: Business Operations Coordinator

Reports To: Leadership Team

Position Summary

The Office Coordinator plays a central role in supporting the daily operations of Marana Forni Australia. This role requires a proactive, highly organised individual with a can-do attitude, exceptional problem-solving skills, and strong attention to detail. The Office Coordinator is a key support to the Leadership Team and ensures smooth administration, finance, logistics, communication, and coordination across the business.

Company Values

You will represent Marana Forni Australia, working directly with our customers and team providing exceptional service, and upholding our values of Integrity, Passion, Innovation, and Service.

Key Qualities & Attributes

- Energetic can-do attitude with a willingness to take on new tasks.
- Strong problem-solving capability with practical and efficient decision-making.
- High attention to detail, accuracy, and follow-through.
- Engaging, reliable, and solution-focused.
- Proactive and takes initiative without needing to be asked.
- Strong communication skills and ability to build positive internal and external relationships.
- Ability to work in a dynamic environment and manage competing priorities.

Key Responsibilities

Executive & Leadership Support

- Drive daily administrative and operational support for the Leadership Team to ensure executive productivity and momentum.
- Proactively manage inboxes, calendars, and communication channels to streamline priorities and maintain flow across the business.
- Anticipate and review incoming emails and enquiries, triaging and directing tasks to the appropriate team members for timely action.

Administration & Office Management

- Maintain efficient, well-structured digital filing systems that support seamless information access.
- Oversee procurement of office supplies, equipment, and operational needs to keep the workplace running smoothly.
- Take initiative in onboarding processes and general HR administration when required.
- Uphold a professional, organised, and productive office environment always.

Bookkeeping and Payroll

- Lead payroll processing for the business (via Employment Hero), ensuring accuracy and timely completion.
- Proactively manage accounts receivable and payable through regular reconciliation.
- Prepare BAS and other financial reports to support compliance and strategic financial insights.
- Coordinate payment preparation for approval with accuracy and accountability.

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Event Support

- Contribute to the planning, coordination, and successful delivery of internal and external events.
- Provide confident on-the-day event support to ensure seamless execution.

General Business Support

- Respond to and manage customer enquiries, ensuring proactive communication and follow-up.
 - Identify opportunities to enhance processes and contribute to continuous operational improvement.
 - Take ownership of ad hoc tasks and projects that support the broader business and its growth.
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Experience & Skills Required

- Proven experience in administration, office coordination, or executive support.
 - Strong organisational and time-management capabilities with a proactive mindset.
 - Proficiency in Microsoft Office and Google Workspace.
 - Experience using MYOB, Monday, and Employment Hero.
 - Ability to work both autonomously and in a collaborative team environment.
 - Italian language proficiency (spoken and written) is highly regarded.
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Work Style Expectations

- Professional, positive, and engaging approach.
- Solutions-focused with the ability to anticipate needs and think ahead.
- Committed to supporting the team and contributing to overall business success.