**Key Performance Indicators – Office Manager.**

Name: ……………………….…... Week Beginning: …………………………… Reporting To: …………..….……………

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| **Key Performance Indicators.** | | |
| **1:** Monthly financial account completed by 10th of following month. | **2:** Outstanding Accounts receivable balance at less than 2% of receivables. | **3:** |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Key Performance Activities.** | **Week 1.** | **Week 2.** | | **Week 3.** | **Week 4.** | | **Week 5.** | **Points** (Y=1, N=0) |
| Payroll processed accurately and on time (by Tuesday for Wednesday payment). | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Enquiry script followed and completed for phone calls. | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Daily office checklist completed. | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Xero reconciled daily. | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Accounts receivable process and scripts followed. | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| All tax (GST, PAYE, Prov Tax) is filed and paid on time. | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Accounts payable are paid on or before due date. | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Supplier invoices checked daily. | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| Ensure all vehicles are up to date (and booked in for) RUC, COF, WOF, registration and servicing. | Y / N | Y / N | | Y / N | Y / N | | Y / N |  |
| **Notes:** ……………………………………………………………………………………………………………………..  ……………………………………………………………………………………………………………………………………  …………………………………………………………………………………………………………………………………… | | | *Incentive Program.*  7 or less = $0  7 < or < 8 = $30  8 or more = $100 | | | **Total Points:** | |  |
| **Score:** = Total points ÷ No. of weeks in month (out of 9). | |  |