

# POSITION DESCRIPTION



<b>Position Title</b>	Office Manager
<b>Career Level</b>	3
<b>Location</b>	Tokyo, Japan
<b>Position Type</b>	Full Time / Permanent Part Time
<b>Business Unit</b>	International Markets
<b>Reports To</b>	Regional Manager Japan & South Korea
<b>No. of Direct Reports</b>	0
<b>Date:</b>	June, 2025

## About MLA

MLA works in partnership with the red meat industry and the Australian Government to deliver marketing, research and development products and services to cattle, sheep and goat producers. Our core purpose is to deliver world leading outcomes that fuel global competitiveness, sustainability and producer profitability.

Our values:

- Integrity at heart - We are unwavering in our commitment to our stakeholders.
- Stronger together - We embrace diversity and collaborate to deliver impact.
- Future focused - We strive to continuously improve and push boundaries towards a better future.

## Position Purpose

The Office & General Affairs Manager plays a critical role in ensuring the efficient and professional operation of our Tokyo office. This position is responsible for managing daily administrative functions, fostering effective communication between local and international teams, and maintaining a well-organized and productive work environment. The role requires native-level Japanese fluency and business-level English proficiency to support cross-cultural collaboration and uphold operational excellence.

## Key Accountabilities

- Manage day-to-day office operations, including facilities, supplies, and vendor coordination
- Serve as the primary point of contact for internal and external stakeholders
- Support HR functions such as onboarding, employee records, and office policies
- Coordinate meetings, events, and travel arrangements for staff and visitors
- Maintain office budget, process invoices, and liaise with accounting teams
- Ensure compliance with local regulations and company policies

- Translate and interpret documents and communications between Japanese and English as needed
- Support executive staff with administrative tasks and scheduling
- Oversee IT and telecommunications support in coordination with external vendors
- Manage office lease agreements, insurance, and legal documentation
- Lead health and safety initiatives and ensure emergency preparedness
- Assist other team members as required during busy periods with major projects / activities
- Coordinate internal communications and assist with company-wide announcements
- Monitor and improve office workflows and administrative systems
- Support internal audits and assist with documentation for compliance reviews
- Organize team-building activities and employee engagement initiatives
- Maintain confidentiality of sensitive information and uphold data protection standards
- Comply with MLA's policies and procedures in workplace health and safety as applicable to self, other Workers and all activities within area of responsibility and control

### Major Challenges and Complexities

- Managing cross cultural communication styles
- Ensuring legal and regulatory compliance requirements on both the Japanese and Australian sides of the business
- Managing local vendor relationships in an international business environment
- Managing time and demands from multiple stakeholders

### Key Relationships

<b>Internal</b>	<ul style="list-style-type: none"><li>• Regional Manager</li><li>• MLA Japan team</li><li>• MLA Corporate Services team in Australia<ul style="list-style-type: none"><li>• Finance, Legal, IT, HR, Risk and Compliance</li></ul></li><li>• Other Office Managers</li></ul>
<b>External</b>	<ul style="list-style-type: none"><li>• Banks</li><li>• Accountants</li><li>• Vendors</li><li>• Building management</li><li>• IT support</li></ul>

### Other (i.e. travel required, on call)

No regular travel or after hours work required.

### Authority

#### What does the person have the authority to do?

- Represent MLA negotiating and selecting local vendors and service providers
- Manage office administration budgets to ensure efficient office operating environment

**What does the person need to seek approval for?**

- Company funded travel outside of Tokyo
- Signing of contracts and legal documents
- Appointing legal or compliance service providers
- Producing public facing materials or communications that involve reputational risk
- All other activities outside the delegated authority of the position as set out in the Delegations of Authority Policy

**Essential Qualifications / Skills / Experience / Competencies****Required Qualifications:**

- Native-level fluency in Japanese (spoken and written)
- Business-level proficiency in English (TOEIC 800+ or equivalent preferred)
- Proven experience in office administration or similar roles (3+ years preferred)
- Strong organizational and multitasking skills
- Proficiency in Microsoft Office Suite and general IT literacy
- Excellent interpersonal and communication skills
- Ability to work independently and handle confidential information with discretion

**Preferred Qualifications:**

- Experience in a multinational or bilingual work environment
- Familiarity with Japanese labor laws and HR practices
- Basic accounting or bookkeeping knowledge