Mandurah Basketball Association

POSITION DESCRIPTION – Office Administrator

STATUS:	Permanent Part Time (25 hours per week) Hours of work to be negotiated subject to seasonal requirements (please note that this is not a school hours position, evening and weekend work will be required regularly)
RENUMERATION:	$52,000 per annum pro-rata
REPORTS TO:	Operations Manager
INTERNAL LIASON:	Domestic Club Representatives Games Controllers Referee Co-Coordinator Referee Supervisors Mandurah Basketball Association Board Members Any other Stadium staff, Committees and volunteers. City of Mandurah staff
EXTERNAL LIASON:	Customers (internal and external), players, members and others – to provide appropriate customer service and respond to feedback. Suppliers & contractors – as they relate to competition management, in particular Sporting Pulse, Sporting Schools Program and Basketball Western Australia.

PRIMARY RESPONSIBILITIES:

- Assist with the administration of all domestic and WABL competitions, including database and SportsTG management. Troubleshoot and manage issues with Stadium Scoring and SportsTG.
- Assist with the coordination all Development Programs including the rostering of Development Coaches, and implementation of activities and events.
- Deliver a high standard of reception and office administration service.
- To always work in the best interests of the Mandurah Basketball Association Inc

Mandurah Basketball Association
PO Box 346, Mandurah, WA 6210
Ph: 08 95503849
E: operations@mandurahmagic.com.au

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1. RESPONSIBILITIES

1.1 Competition Administration and Management Support

1.1.1 Implement and maintain database records for competitions and memberships.

1.1.2 Manage waiting lists and retain good and regular communication regarding this and player issues with the Domestic Clubs

1.1.3 Implement and maintain Association records and accurate filing systems in relation to competition management.

1.1.4 Member of Domestic Committee; provide guidance, information and administrative support therein.

1.1.5 Provide accurate and timely operational reports in relation to competition management, to the relevant committees

1.1.6 Assist as required with the updating and maintenance of the necessary policies and procedures pertinent to the conducting of the competitions.

1.1.7 Assist the Operations Manager by providing information and support as required.

1.2 Development and Program Coordination

1.2.1 Develop and implement the annual calendar for development, elite and event programs.

1.2.2 Assist with the recruitment of appropriately skilled Development Coaches to deliver the programs.

1.2.3 Ensure all programs are financially viable and adhere to MBA's Strategic and Financial Plans.

1.2.4 Actively promote programs to the Mandurah and Peel communities, seeking out additional opportunities to grow our network.

1.2.5 Provide all administrative support, including reports and program evaluation as requested.

1.2.6 Assist with the development of short- and long-term strategic development plans.

1.3 Referee Support

1.3.1 Work with the Referee Coordinator and Referee Supervisors/Coaches to ensure appropriate rostering, supervision and performance of referees.

1.3.2 Work towards referee rostering online so as to integrate with the Sports TG database. 1.3.3

Provide support to referee recruitment and development programs

1.4 Customer Service

1.4.1 Actively assist with setting a high standard of customer service and ensure a positive customer service environment is maintained at all times.

1.4.2 Respond and deal appropriately with conflict and complaints

1.4.3 Provide support and guidance to all staff when required

1.4.4 Be the first point of contact for all telephone and walk in enquiries.

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1.5 Occupational Health and Safety

1.5.1 Participate creating and maintaining a culture that practises risk controls, risk assessments, and conducts appropriate hazard inspections.

1.5.2 Participate in any local delegated work group as required.

1.6 Other

1.6.1 Contribute input to additional Association projects as required.

1.6.2 To perform other duties as required by the Operations Manager

2 REQUIREMENTS - QUALIFICATIONS & EXPERIENCE

2.1 Essential:

2.1.1 Strong organisational and time management skills.

2.1.2 Accurate and efficient data entry and numeracy skills.

2.1.3 Strong computer literacy skills including experience with Windows and Microsoft Office.

2.1.4 Demonstrated skills in high level customer service and displays excellent interpersonal skills

2.1.5 Previous experience in supervising staff.

2.1.6 Ability to work well within a team environment.

2.1.7 WWC clearance

2.2 Desirable:

2.2.1 Previous practical experience and/or hands on exposure to competition administration

2.2.2 Knowledge and understanding of computerised competition management systems as they apply to basketball competitions.

2.2.3 Proven track record working in the not-for-profit sector, and with volunteers.

2.2.4 RSA certificate

2.2.5 Current First Aid Certificate

Signed: (Employer): Date:

Signed: (Employee): Date:

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