

## Position Description

<b>POSITION TITLE</b>	Reception and Facility Officer
<b>RESPONSIBLE FOR</b>	Providing office, administrative and receptionist support for all Volleyball WA activities in accordance with the Associations values and policies
<b>EMPLOYER</b>	Volleyball WA (VWA)
<b>REPORTS TO</b>	Acting Administration Manager
<b>EMPLOYMENT</b>	Full time
<b>SALARY RANGE</b>	\$45, 000 p.a. (excluding superannuation)
<b>AWARD</b>	Sporting Organisations Award 2020

### Role Purpose

The purpose of the Reception and Facility Officer role is to provide office and administrative support to the Volleyball WA office. Reporting to the Acting Administration Manager, the role will implement the initiatives identified in the VWA Strategic and Operational Plans.

### Key Responsibilities

#### 1. Reception Duties

- Answering telephone, email and general customer enquiries
- Front of house reception duties
- Mail and postage, recording incoming and outgoing mail – collection of VWA mail from the VWA Post Box (Leederville)
- Attending to “info@” emails
- Filing
- Room & Vehicle bookings
- VIP invites and Function Coordination as required
- Monitoring of VWA Petty Cash including weekly updates / recording
- Oversee the VWA Facility Hire through Simply-Book-Me and Equipment Hire Register and process
- Maintenance of the VWA Volleyshop inventory

#### 2. Office Support Duties

- Ordering and control of stock, office items and event merchandise
- Data entry
- Processing membership payments and related data-base entry
- Maintenance of Volleyshop, including promotion, purchases, payments and stock management
- Banking, entry of payments and reconciliation of XERO
- Marketing and social media support, including Facebook, Twitter, Instagram and VWA Website chat
- Administrative support in regards to the VWA Annual Dinner
- Other duties as directed by the Acting Administration Manager / CEO

#### 3. Facility Support Duties

- Ensure tidiness of Reception, Board room, Kitchen and Volleyshop room.

- Ensure tidiness of kiosk, toilets and storage rooms including garage.
- Ensure that the rubbish bins are made available for collection.
- Maintaining excellent working relationships with Primary User Clubs at VWA facilities and Lessors / Local Government.
- Increase the usage / hire of the two VWA facilities (Inner City Beach & Cockburn CRC).
- Completion of monthly Office, Facility and Kiosk checks.

## Experience Required

The VWA Reception and Facility Officer is required to have:

- Highly effective communication, both verbal and written, including distribution of information, correspondence, customer service, telephone calls and emails.
- Effective management of timelines and date requirements.
- Strong administrative skills.
- Ensuring compliance with VWA Policies and procedures, and all VWA competition By-Laws and regulations.
- Maintain an effective filing and retrieving information system for the VWA office.
- Be flexible on the hours of work to achieve successful completion of tasks.
- Be able to work as a team member and independently.

## Key Performance Indicators

To perform competently in this position the incumbent will be expected to demonstrate capability, skills and experience in the following areas;

- **Administration Skills:** Display a high level of administration skills, including the ability to manage budgets. Ensure that business, financial and risk management processes are adhered to, and that all decisions made, and actions taken are in the best interest of Volleyball WA.
- **Customer Service:** Show excellent interpersonal skills, build positive relationships, and work collaboratively with key stakeholders from a range of diverse backgrounds, including athletes, parents, coaches and referees, state and national associations, local government representatives, contractors and sponsors.
- **Communication:** Demonstrate exceptional communication skills, both verbal and written including the development of reports and resources. Act as the primary source of information and knowledge regarding all the activities outlined in the position description.
- **Organisational Skills:** Display a high level of organisational skills and a proven ability to manage priorities.
- **Technical Skills:** Demonstrate effective use of Microsoft office and Information Communication Technology applications, including the Volleyball WA CRM. Demonstrate effective use of website and social media platforms. Demonstrate an understanding and use of the XERO Accounting package and the relevant invoicing, receipt, banking and related financial requirements.
- **Team Participation:** Be an active and enthusiastic member of the Volleyball WA staff team and the Volleyball WA wider community. Take personal responsibility for upholding the Association's values.
- **Continuous Improvement:** Show a commitment and active contribution to finding more efficient and effective ways to service the volleyball community in WA.

- **Work Quality:** Take personal responsibility for the quality of work completed, including timely delivery and accuracy of information. Be flexible in the hours to achieve successful completion of tasks.

## Application Process

Applications must follow the outline provided below to be considered.

- All applications must include the following;
  - Cover letter addressing relevant criteria and responsibilities
  - Current Curriculum Vitae, including referee details
- Applications must be submitted via email to [administration@volleyballwa.com.au](mailto:administration@volleyballwa.com.au)
- Applications close COB Friday 26<sup>th</sup> November, 2021 – late applications will not be accepted

## Queries

If you would like further information regarding this position, please do not hesitate to contact;

Jacqueline Hunt

Acting Administration Manager

Volleyball WA

Email: [administration@volleyballwa.com.au](mailto:administration@volleyballwa.com.au)

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