

Position Description

POSITION TITLE	Reception and Administration Officer
RESPONSIBLE FOR	Providing office, administrative and receptionist support for all Volleyball WA activities in accordance with the Associations values and policies
EMPLOYER	Volleyball WA (VWA)
REPORTS TO	Administration Support Coordinator
EMPLOYMENT	Full time
SALARY RANGE	\$50,000 per year
AWARD	Sporting Organisations Award 2022

Role Purpose

The purpose of the Reception and Administration Officer role is to provide office and administrative support to the Volleyball WA office. Reporting to the Administration Support Coordinator, 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 and Lap Top bookings (via Outlook Calendar).
- Monitoring of VWA Petty Cash including weekly updates / recording.
- Oversee the VWA Facility Hire administration (bookings, invoices, refunds and credit notes) through Simply-Book-Me.
- Oversee the VWA Equipment Hire / Loan Register and process (including equipment provided to VWA State Teams and Tournament / Clinic staff).
- Check and as required;
 - Fill the VWA Vehicle (Ute) with petrol on a weekly / fortnightly basis.
 - Organise servicing and cleaning of the VWA Vehicles (Ute & Trailer).
- Other duties as directed by the Administration Support Coordinator / CEO.

2. Office Support Duties

- Ordering and control, office items (including stationary, water, photocopier, kitchen items, tea/coffee/milk etc).
- Prepare Board room for monthly board meetings and external Board room hire.
- Data entry.
- Processing membership payments and related data-base entry.
- Other duties as directed by the Administration Support Coordinator / CEO.

3. Facility Support Duties

- Ensure tidiness of Reception, Board room, Kitchen and Volleysshop Storeroom.
- Ensure tidiness of Kiosk, Toilets and Storage rooms including garage.
- Watering of pot plants.
- Cleaning front door windows (monthly).
- Washing of kitchen T-towels (fortnightly).
- Ensure that the rubbish bins are made available for collection.
- Completion of monthly Office, Facility and Kiosk checks.
- Other duties as directed by the Administration Support Coordinator / CEO.

Experience Required

The VWA Reception and Administration 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 of Accounting requirements and the relevant invoicing, receipt, credit card 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;
 - A cover letter that includes addressing your experience of being able to deliver the key responsibilities outlined in the Position Description.
 - Current Curriculum Vitae, including referee details.
- Preference will be given to those candidates that can demonstrate the following:
 - Relevant qualification within, but not limited to; management, sport and/or inclusion and diversity.
- Applications must be submitted via email to administration@volleyballwa.com.au by Friday 10 March 2023.

Please note: the preferred candidate will be required to complete a Working with Children's Check.

Queries

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

Kirsty Eaton – Administration Support Coordinator, Volleyball WA

Email: administration@volleyballwa.com.au

Telephone: (08) 9228 8522