

ADMINISTRATION ASSISTANT TRIATHLON WA



Would you enjoy working in a small, passionate and committed sporting association?
Do you love the motivation and benefits of working in the sporting industry?

Triathlon WA is an ever-expanding State Sporting Association that enhances the opportunities for participation in the sport of triathlon around WA. We are committed to ensuring the existence of quality participation opportunities, servicing our members and providing effective pathways within the sport of triathlon.

The purpose of the Administration Assistant is to oversee the administration of the office on a day-to-day basis. Primarily the Administration Assistant is the first point of contact for TWA members, clubs, customers, and community enquiries. A professional, friendly manner and high-level customer service skills is essential.

The Administration Assistant is directly accountable to the Executive Officer. Your role will include providing service and support to the Event Manager Ironman 70.3 Busselton and the Membership and Participation Manager.

The role requires an ability to work autonomously and ensure confidentiality although the contribution to the team is of utmost importance.

If you have the desire to work within the sporting industry in an administration service role and can show demonstrated experience in a member based organization, send your CV and a cover letter outlining the skills and experience you possess which will make you the best candidate for this position.

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| LOCATION: | Sports Lotteries House, Mt Claremont |
| WORK TYPE: | Full Time |
| APPLICATION PROCESS: | Applications Close: Monday 6 th February 2012 Short List notified: Wednesday 8 th February 2012 Interviews: 10 th - 14 th February 2012 Anticipated Start Date: Early March 2012 |
| ALL APPLICATIONS AND ENQUIRIES TO: | Hayley Lethlean Executive Officer Triathlon WA hayley@triathlonwa.asn.au 0431 872274 |
| JOB DESCRIPTION: | Attached |

POSITION DESCRIPTION

ADMINISTRATION ASSISTANT



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| JOB TITLE: | Administration Assistant | POSITION STATUS: | Permanent, Full Time, 37.5 hrs per week |
| REPORTS TO: | Executive Officer, Event Manager Ironman 70.3 Busselton, Membership & Participation Manager | INCUMBENT: | Vacant |
| DIVISION & CLASSIFICATION: | Administration | DIRECT REPORTS: | 0 |
| SALARY: | Circa \$35 - \$45K + Super | START DATE: | February 2012 |
| EMPLOYMENT CONDITIONS: | <p>Office hours are generally 9.00am to 5:00pm weekdays. Weekend and evening work can be expected during peak times Please refer to Service Contract for additional conditions and standards.</p> <p>Triathlon Western Australia staff are employed in accordance with the terms and conditions negotiated in alignment with the National Employment Standards and under the National Sporting Award.</p> | | |
| <p>Triathlon Western Australia is the State Sporting Organisation responsible for the development, promotion and governance of the sport of triathlon throughout Western Australia. Triathlon Western Australia is a not for profit organisation which is governed by the Board of Triathlon WA. Triathlon WA is one of seven State Associations, which make up the membership of the national body, Triathlon Australia.</p> <p>Triathlon WA's mission is to ensure the existence of quality participation opportunities, servicing of members and delivery of quality pathways within the sport of triathlon. This is achieved through our strategic objectives:</p> <ul style="list-style-type: none"> • Providing leadership and increased opportunity; • Increasing new members to the sport, supporting existing members by providing quality support systems to clubs; • Building a sustainable and prosperous organisation by enabling innovation, collaboration and excellence in the development of its assets; • Providing opportunities for all members to achieve their potential through appropriate and supported pathways in technical, coaching and competition; • Sustaining international success through the provision of an effective and efficient athlete & coach pathway • Ensuring that opportunities exist at all levels to compete in events of the highest quality through leadership and collaboration; • Developing the brand of Triathlon so as to increase external investment in the sport | | | |
| POSITION PURPOSE & ACCOUNTABILITY | <p>The purpose of the Administration Assistant is to manage the administration of the office on a day to day basis. Primarily the Administration Assistant is the first point of contact for TWA members, clubs, customers, and community enquiries. A professional manner and high level customer service skills is considered invaluable.</p> <p>The Administration Assistant is directly accountable to the Executive Director. Other direct reports include provided service and support to the Event Manager Ironman 70.3 Busselton and the Membership and Participation Manager. The role requires an ability to work autonomously and ensure confidentiality although the contribution to the team is of utmost importance.</p> | | |

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| <p>KEY RELATIONSHIPS</p> | <ul style="list-style-type: none"> • Executive Officer • Event Manager Ironman 70.3 Busselton • Membership and Participation Manager • TWA Board • TWA Technical Committee • TWA Clubs & TWA members • Triathlon Australia |
| <p>MAJOR ACCOUNTABILITIES & PERFORMANCE MEASURES</p> | |
| <p>ADMINISTRATION SUPPORT & CORRESPONDENCE</p> | <ul style="list-style-type: none"> • First point of call for customers entering Triathlon WA • Field phone calls and respond where necessary. Redirect calls to appropriate staff member • Assist in all TWA Board, Technical and other meetings as required • Order and maintain office supplies and stationary as required • Manage outgoing mail as required • Open, sort and distribute incoming mail - Redirect any mail correspondence to appropriate in-tray • Manage incoming e-mail enquiries and respond accordingly or redirect to appropriate staff member • Provide support for any coaching, technical or other courses for members or clubs • Provide support for the High Performance Unit as required – taking bookings, managing flights and accommodation for athletes, overseeing invoicing to athletes. • Provide administration support to the Membership & Participation Manager as required • Complete other tasks designated by ED from time to time |
| <p>STAKEHOLDER RELATIONSHIPS</p> | <ul style="list-style-type: none"> • Assist with enquiries from Triathlon WA Members and Clubs as they come in with professional courtesy, timely manner, friendly demeanor • Dissemination of information in response to enquiries to introduce new members and link new members to affiliated triathlon clubs • Excellent customer service skills required and displayed at all times • Liaising regularly and friendly to national body, Triathlon Australia |
| <p>ANNUAL AWARDS DINNER & TRIATHLETE OF THE YEAR</p> | <ul style="list-style-type: none"> • Maintain the annual awards triathlete of the year register on an ongoing monthly basis • Manage monthly State Series events registers and membership • Coordinate booking venue, menus, decorations, awards, etc • Provide assistance to pre-event processes as required • Assist at the annual presentation as required • Purchasing and maintaining all State Series and Annual Awards Trophies & Medallions |
| <p>FINANCIAL MANAGEMENT</p> | <ul style="list-style-type: none"> • Receive payments and record receipts for services of Triathlon WA with a good overall understanding of MYOB • Responsible for accounting for and banking any cash and cheques coming into the office • Sending out of all invoices as directed by ED • Processing all Merchant Facility transactions • Maintain monthly Club Membership payments and register • Maintaining monthly Technical Officials payments |
| <p>WEBSITE, NEWSLETTERS & SOCIAL MEDIA MAINTENANCE</p> | <ul style="list-style-type: none"> • Maintain the TWA website and Ironman 70.3 Busselton website and update as necessary • Maintain TWA online events calendars • Monitor the Chat site for inappropriate sellers, users or dialogue • Monitor and maintain the TWA Facebook site as necessary • Activate appropriate users on the chat site • Send bi-monthly e-newsletters to TWA Members |

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| <p>IRONMAN 70.3 BUSSELTON EVENT SUPPORT</p> | <ul style="list-style-type: none"> • Provide support for Ironman 70.3 Busselton Unit as required during the 6 months lead up to the event • Attend event for 5 days during first week of May each year in role of event assistant to the Event Manager. |
| <p>SELECTION CRITERIA</p> | |
| <p>ESSENTIAL</p> | <ul style="list-style-type: none"> • Enthusiastic, friendly and motivated • Minimum two (2) years experience in an administration role – with preference working in the sporting industry • High level communication skills; friendly and open face to face and telephone skills • High level customer service skills – particularly relating to servicing a member-based organisation • “Working with Children” Checks and/or National Police Check • Good understanding of MYOB • Computer skills, including sound knowledge of general Microsoft applications • High level data entry skills • Experience in working independently and as an integral part of a team |
| <p>DESIRABLE</p> | <ul style="list-style-type: none"> • Skills working with Adobe Creative Suite 5 • Web skills in WordPress |