SHIRE OF
MERREDIN
INNOVATING THE WHEATBELT

POSITION DESCRIPTION

Administration Officer – MRCLC

The Shire is an Equal Employment Opportunity employer and aims to create a strong and diverse workforce.

1. **TITLE and POSITION NUMBER:** Administration Officer (040)

2. **LEVEL:** Level 6/7 as per the LGIA 2020 a registered Agreement with the WA State Industrial Commission (01/01/2023).

3. **TERM:** Fixed term part-time – 2 months maternity leave cover, with possible extension

4. **DEPARTMENT/SECTION:** Strategy and Community / Merredin Regional Community and Leisure Centre (MRCLC)

5. **POSITION OBJECTIVES**

To provide confidential and efficient administrative support for the Shire of Merredin, Merredin Regional Community & Leisure Centre (MRCLC), ensuring high-quality service delivery to the community. The role is responsible for delivering professional and courteous customer service, liaising effectively with sporting groups and community members, and ensuring all clerical and administrative duties are completed accurately and in a timely manner under the direction of the Sport and Recreation Coordinator.

6. **REQUIREMENTS OF THE POSITION**

Skills

- Well-developed organisational skills.
- Advanced written and oral communication skills.
- Developed problem solving and negotiation skills.
- Well-developed interpersonal and customer services skills.
- Demonstrated ability to work in a team environment.

Knowledge

- Well-developed understanding of recreational management processes and practices.
- Sound understanding of local government organisational and operational procedures.

7. **KEY DUTIES/RESPONSIBILITIES**

Administration / reception

- Responsible for ensuring the facility is ready to go for the day.
- Reception and customer services duties as required, including taking facility bookings, checking and responding to x2 email system.
- Responding to telephone, email and counter enquiries and ensuring enquiries are followed up in a timely manner.
- Responding to client requests during programs including dealing with incidents and emergency situations.
- Coordinate registrations and participant information for recreation programs and activities
- Process fees and charges for use of facility, including use of Point of Sale (POS) system.
- Management of correspondence and records for the MRCLC, both electronic and hardcopy formats. Preparing correspondence, notices, forms to distribute when required.

- Reconcile daily funds received with receipts issued, prepare bank deposit and deposit funds received at bank.
- Maximise facility hire opportunities for all areas of the MRCLC with a particular focus on the attraction and retention of new hirers delivering a range of unique services.
- Develop and maintain detailed cleaning schedules including daily, weekly and monthly schedules as well as liaising with the cleaner to ensure cleaning items are stocked.
- Liaison with external companies for ordering of stock, and to service other requirements as directed by the Sport and Recreation Coordinator.
- Implementation of risk management strategies (including incident reporting systems) in line with policies and legislative requirements.
- All other duties from time to time as requested by the Sport and Recreation Coordinator.

Hydrotherapy Pool

- Assist the Sport and Recreation Coordinator to ensure the hydrotherapy pool meets statutory obligations.
- Ensure all bookings are recorded and sign in is completed

8. ORGANISATIONAL RELATIONSHIPS

Responsible to: Sport and Recreation Coordinator

Supervision of: Nil

Internal and External Liaison

Internal:
Chief Executive Officer
Sport & Recreation Coordinator
Manager Community & Culture
Executive Manager Strategy and Community
Other Executive Managers
Other Shire Staff

External:
Clients and Customers of the MRCLC
Community Groups and Sporting Bodies
Government Departments
Local Government Agencies

9. EXTENT OF AUTHORITY

Operates under the direction of the Sport and Recreation Coordinator within established guidelines, procedures and policies of Council as well as the statutory provisions of the Local Government Act 1995 and other legislation.

10. SELECTION CRITERIA

Essential

- Experience in administration in a recreation or community development environment.
- Experience in using a PC and Microsoft Office with the ability to draft correspondence.
- Well develop communication skills, including good public relations and interpersonal skills.
- Demonstrated ability to maintain confidentiality.

Desirable

- Qualifications in Administration.
- Current First Aid Certificate and CPR, or able to attain.

11. CONDITIONS OF EMPLOYMENT INFORMATION

- The Officer will be required to provide a satisfactory National Police Clearance and Pre-employment Medical Examination, including Drug and Alcohol Test, as a condition of employment, prior to commencing duties.
- Annual Leave will apply in accordance with the indicated Award of this position.
- Uniforms will be provided in accordance with Shire Policies.
- Superannuation will be paid to your nominated super fund as per the Superannuation Guarantee Legislation and relevant Shire Policies.
- All employees are required to contribute to a culture of safety and take reasonable care for the physical and psychological health and safety of themselves and others at work.
- All employees are covered by, and are expected to comply with, the *Work Health and Safety Act 2020* and *Work Health and Safety (General) Regulations 2022* along with the Shire's Work Health and Safety Policy.
- All staff must understand and comply with the Shire Staff Induction, Code of Conduct, Policies, Procedures and Protocols.
- All other conditions in accordance with the indicated Award/Agreement of the position and must comply with the *Industrial Relations Act 1979* (WA) and the *Minimum Conditions of Employment Act 1993* (WA).

NOTE: All parties are to sign and date the areas provided to indicate their mutual agreement of the requirement of this position.

New Employee	New Employee Signature:	Date:
Current Manager	Manager Signature:	Date:

Chief Executive Officer	CEO Signature:	Date: