



POSITION DESCRIPTION

Operations Co-ordinator

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| JOB TITLE: | Operations Co-ordinator |
| DEPARTMENT: | Macquarie Football Limited |
| LOCATION: | Unit 7 / 149 Ambleside Circuit, Lakelands 2282 |
| REPORTS TO: | General Manager |
| START DATE: | Tba |
| END DATE | n/a |

DIMENSIONS

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|----------------------------|--|
| Number of direct reports | |
| Number of indirect reports | n/a |
| Part Time Position | 4 days per week with the possibility to increase to 5 days |

PRIMARY PURPOSE OF ROLE

- To effectively respond to all enquiries relating to the administration of Interdistrict Competitions, Coaching Clinics and Talented Player programs.
- To liaise with relevant staff to ensure that all enquiries/programs are responded to/ implemented effectively, efficiently and in accordance with Macquarie Football Limited (MFL) needs and expectations.
- To maintain records of all Interdistrict Competitions, Coaching Clinics and Talented player programs.
- To provide broad administrative assistance to the General Manager (GM) as required.
- To provide administrative assistance to the Executive as required at the direction of the GM.
- To effectively and efficiently respond to a range of enquiries from a myriad of stakeholders by telephone and in person at MFL's reception.

KEY AREAS OF RESPONSIBILITY

Administration

- Provide administrative support to a range of stakeholders in relation to office procedures/ functions.
- Interdistrict Competitions:-
 - Be support for stakeholders for the PlayFootball and Squadi online systems (while not essential, training will be provided for the successful applicant)
 - Assist with enquires in regard to PlayFootball and Squadi online systems
 - Investigate any enquiries about whether match scores are correct.
- Community State Titles programs:-
 - Maintain records of players selected.
 - Correlate information in relation to player uniform requirements.
- Coaching Clinics:-
 - Maintain record of player payment and participation.
 - Order any equipment required for clinics.
- Co-ordinate Social Media posts.
- Administrative tasks as requested by the GM.
- Co-ordinate the GM's and Executive's travel and accommodation requirements

Reception

- Answer phones and direct enquiries as required.
- Attend to stakeholder enquiries at reception as required.
- Respond to stakeholder enquiries where possible without the need to refer to Management and Staff
- Sorting and distributing mail
- Receipting of payments received at reception (cash, card and cheque)
- Any other duties as reasonably requested by the General Manager

KEY OUTCOMES

- All Phone calls and counter enquiries are promptly addressed.
- All records are maintained and are up to date.
- Online systems are working to their fullest capacity
- Social Media is up to date.
- All clothing ordered in a timely manner.
- Clinic requirements have arrived before Clinic dates.
- All travel and accommodation bookings are attendee to promptly and accurately.
- GM administrative tasks are completed within agreed timelines.

KNOWLEDGE, SKILLS & BEHAVIOUR REQUIRED

- Excellent telephone manner and interpersonal skills.
- Strong attention to detail
- Punctual
- Competent computer skills (including Microsoft Office—especially Excel)
- Demonstrate high level of initiative and strong interpersonal skills, with attention to detail and the ability to priorities, multi-task and effectively meet strict time lines.
- Well developed interpersonal and communication skills, strong written skills and the ability to work effectively in a team or independently.
- Ability to draft timely and accurate correspondence.
- Strong interest in Football (and sport generally)

KEY INTERACTIONS

- General Manager
- Member Clubs
- External Stakeholders

UNIQUE CRITERIA

- Standard hours are 9.00am—5.00pm, Monday, Tuesday, Thursday, Friday
- Salary will be in accordance with the *Clerks—Private Sector Award, Level 4*

Employee Signature:

Date:

Manager Signature:

Date:

Award Rate:

Last Reviewed: