

17TH AUSTRALIAN MASTERS GAMES

POSITION DESCRIPTION



POSITION TITLE

Administration Assistant

17th Australian Masters Games
PO Box 7050
Hutt Street SA 5000
amg.admin@unisport.com.au
ABN 22634634319

REPORTS TO

Administration and Registration Coordinator and ultimately the General Manager.

PURPOSE OF THE ROLE

This is an active role that provides first point of contact to the Games whether face to face, by telephone or email and a critical customer service contact point for participants prior to arriving at the Games.

You will work with the on-line Games registration and entry system to assist participants.

You will contribute to the Games office being suitable for the work required of the organisation.

DUTIES

Pre and Post Games

1. Ensure the Games office functions effectively from an administrative and worker utility perspective.
2. Be the first point of contact for the Games whether face to face, by telephone or email.
3. Coordinate staff and stakeholder meetings of the organisation.
4. Assist with the on-line registration system as necessary.
5. Coordinate the processing of all enquiries and if required entries by the Games office.
6. Respond to participant enquiries, resolving problems quickly and effectively.
7. Provide administrative support to each Games department.
8. Maintain registration filing system, correspondence and mailing lists.

At Games time

9. Assist with the setup and operation of the Games Accreditation Centre.
10. Assist with the day to day operation of the Games Accreditation Centre during the Games, including the Registration Helpdesk.
11. Coordinate the checking and packing of all Games accreditation passes.
12. Supervise a team of registration & accreditation volunteers operating the registration and accreditation system.

SELECTION CRITERIA

- Qualifications as listed below
- Experience in participant event delivery
- Experience with on-line registration and entry systems
- Demonstrated good computer skills including office suite and social media platforms
- Demonstrated initiative and reliability
- Strong communication skills (written and verbal)

Major Sponsor



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- Demonstrated customer service ability
- Effective time management skills
- Ability to work independently on a project as well as in a team

KEY COMPETENCIES REQUIRED

- **Planning and Organising** – Ability to prioritise tasks to meet daily, weekly and project targets.
- **Computer Skills** – Good word processing/data entry skills ensuring efficient and accurate processing of participant event and payment records, correspondence, documents, reports, etc. within required timeframes. Able to learn new programs and use the Internet with a high degree of ability.
- **Interpersonal Skills** – Excellent interpersonal skills resolving issues at the point of origin and facilitating efficient and productive relationships with participants, sports and staff.
- **Communication Skills** – Demonstrated strong communication skills. Ability to effectively communicate at all levels.
- **Analytical and Process Skills** – Ability to interpret information (including data) and provide process support to various levels of the organisation.
- **Integrity** – Maintain organisational standards, values and honour your commitments.
- **Flexibility and Resilience** – Ability to deal calmly and consistently with demanding responsibilities from a range of customers and staff utilising standard negotiation and conflict resolution techniques.

QUALIFICATIONS REQUIRED / DESIRED

Tertiary qualifications in Event or Sport Management or similar discipline are desirable but not essential.

ADDITIONAL INFORMATION ABOUT THE POSITION

- Salary \$45,000 pa plus superannuation.
- This is a contract position, commencing April 2019 and concluding on 22nd November 2019.
- All applicants must have the right and where required appropriate Visa to work in Australia for the duration of the contract period.
- The Games office is at 264 Halifax Street Adelaide.
- The event industry has varied working hours, initially days will consist of regular business hours of Monday to Friday. As the event date draws closer and the workload increases, additional working hours will be expected, including nights and weekend. During the event you will be expected to work extended hours.
- All candidates should note that whilst the Games is a modern and proactive employer, it is expected that the successful candidate will complete their duties in a full time capacity from the Games location. Any commute from the successful candidates living location to the office site should be considered by the candidate regarding this role, especially when considering the Games time period in October of 2019, when extended operating hours will occur.
- This is not a Government position; the employer is UniSport Australia, which manages the Australian Masters Games.

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RECRUITMENT PROCESS

- Applications will close Monday 1st April 2019.
- Apply to;
 - Gary O'Donnell
 - General Manager
 - Australian Masters Games
 - amg.admin@unisport.com.au
- Applications should include;
 - i. Covering letter addressing the Selection Criteria while considering the Competencies;
 - ii. Your Resume;
 - iii. Submitted as one document of no more than 5 pages via email.
- Interviews will take place Friday 5th April 2019.

CONTACT & FURTHER INFORMATION

Andrew Georgiou
Administration and Registration Coordinator
Australian Masters Games
amg.rego@unisport.com.au
08 7089 0030