

### **Position Description – Administration Officer**

The Mt. Baw Baw Alpine Resort (MBBAR) objective is to provide a product and service that exceeds the expectations of our visitors at all times during both the winter (white season) and summer (green season) months for the purpose increasing our visitation numbers significantly all year round and improving the quality of our offerings.

Reporting to the General Manager of Mt Baw Baw Alpine Resort, you will provide administrative support to the Management Team and respond to operational and staff enquiries in alignment with the development and delivery MBBAR tourism / adventure / accommodation products.

### **Accountabilities:**

- PA support to the General Manager
- To support the Management Team by providing:
  - A full range of secretarial and administrative support services for the Management Team including customer focused business processes and systems to support MBBAR operations.
  - Services to assist in business case justifications and project management documentation.
  - Exemplary customer service as the primary point of contact for staff in directing and responding to day to day staff enquiries.

### **Duties:**

- Provide administrative services to the Management Team, and assist in the administration in regards to monitoring and reporting on business data, key performance indicators and business plans.
- Act as a senior administrator, and provide leadership, advice and practical assistance for other administrative staff to ensure quality of delivery and exceptional customer experience.
- Provide high quality reports, submissions and other business documents as required.
- Facilitate financial order placement to ensure activities are delivered within agreed budget targets and in a cost effective manner.
- Actively participate in the identification and implementation of business improvement processes for the MBBAR and ensure that agreed actions are followed up and acted on in a timely manner.
- Support the Management Team with external enquiries to the MBBAR, facilitation of meeting requirements, and coordination of visits and networking opportunities.
- Partner with the People and Culture to provide administrative assistance in the recruitment, selection, induction and ongoing training and development of MBBAR staff. This may include monitoring of staff probationary periods, staff leave and entitlements, and other administrative staffing functions including maintenance of accurate records of staff skills/capabilities, qualifications and experience.
- Coordinate the administration of property leases and other agreements as part of the contracts register under the direction of the General Manager.
- Act as the continuous improvement process 'champion' and take ownership of document management.
- Promote a culture of responsible risk management including the fulfilment of any obligations such as OHS, merit and equity, discrimination and harassment.
- Incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Specific performance targets will be negotiated as part of the MBBAR regular performance management and review process.

**Organisational Environment:**

**Reporting Relationships**

**Supervisor:** General Manager

**Other positions reporting to the supervisor:**

**Subordinates to this position:**

**KEY SELECTION CRITERIA**

**1. Personal Qualities:**

- Energy and Enthusiasm to create a great place to work and for people to visit.
- Integrity. We need you to “do what you say” so that we can have an effective and honest working relationship. Demonstrate integrity in all dealings with employees, contractors, suppliers and the public.
- Resourcefulness to operate in a remote environment where Visitor Experience, HR and other issues need to be resolved decisively.
- Demonstrate ability to work in an environment where accountability is the norm. Recognise that you will lead a team to achieve outstanding customer service.
- Must have and instil a sense of urgency to carry out day to day functions and to facilitate organisational change.
- Respect others for the value that they can bring to the organisation.
- Promote the fair treatment of all staff including structuring personal and professional development opportunities for team members.
- Self confident, with a strong belief in own competence, capabilities and judgements.

**2. Knowledge & Skills**

**Customer Focus**

- Builds customer confidence by proactively planning and actioning activities for the purpose of increasing customer satisfaction.
- Manages customer expectations and ensures commitments to customers are met.

**Interpersonal Skills**

- Good listening skills, solicits performance feedback and handles constructive criticism.
- Very high written oral communication skills, including the capacity to negotiate in an assertive and productive manner.
- Exceptional interpersonal skills that enable effective collaboration, communication and interactions on behalf of the Management Team.

**Dependability**

- Accepts accountability and stays focused under pressure to meet commitments.
- Exercises independent judgement and decision making skills with the ability to understand and independently relate existing policy/guidelines, and legislation to work requirements.
- High level analytical skills with the ability to drill down into issues and implement solutions.

**Productivity**

- Excellent time management skills, with stamina and adaptability to maintain work output in times of pressure.

**Computer Skills**

- Skilled in the use of computers and learns new programs quickly to improve productivity.
- Well developed computer literacy and effective administrative, organisational and problem solving skills.

### **Organisational Awareness**

- Understands issues and pressures to which the organisation has to respond.
- Understands the reasons behind the organisational climate and culture.

### **3. Specialist Expertise**

#### **Mandatory:**

- A formal tertiary qualification at Diploma level or above in a business or administrative discipline, with demonstrated experience at a senior administrative level.  
OR
- Less formal qualifications with extensive (at least 3 years) experience in a senior administrative role.
- Current Driver's Licence.

### **IMPORTANT JOB REQUIREMENTS AND INFORMATION**

- Must be willing to commute to and / or live in a semi-isolated environment.
- Appointment to MBBAR is subject to the following checks: a satisfactory Police Check and Working with Children Check.
- Incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this level of accountability.
- Specific performance targets will be negotiated as part of the MBBAR regular performance management and review process.
- Current valid drivers license

#### **Remuneration and Employee Benefits:**

- **Total Salary Package \$55-65K , commensurate with experience and suitability to the role**
- 4 weeks annual leave per year
- Access to free ski school lessons, free season lift passes, discounted ski hire, free resort entry and staff F&B discounts
- Access to a vehicle for work purposes
- Laptop
- On mountain accommodation is provided all year round

**Contract period:** Full time permanent