

Position Description

Position title:	Community Administration Support Officer
Reports to:	Community, Education and Training Manger
Date:	July 2015 (updated August 2017)
Department:	Community
Position Details:	Full-time, permanent position based at Surf Central

Environment:

Surf Life Saving SA is the peak organisation for surf lifesaving in South Australia and is affiliated with Surf Life Saving Australia.

Surf Life Saving SA is responsible for the governance, development, promotion and administration of surf lifesaving throughout South Australia and has the responsibility for servicing its 9,000 members and 20 clubs.

Position Scope:

Provide efficient and timely administration support for Member Education, Commercial Training, and Community Programs.

Key Relationships:

- CEO
- Surf Life Saving SA staff
- Surf Life Saving SA Board and Council
- Surf Life Saving SA Clubs
- General Public
- Volunteers
- External education and compliance agencies
- New and existing external stakeholders

Key Areas of Responsibility:

The Community Administration Officer is responsible for:

- Coordinating the course management system (online bookings);
- Coordinating the course enrolment process;
- Distribute online course component;
- Handle course enquiries/cancellations/payments;
- Uploading course dates to the SLSSA website;
- Updating course information of the SLSSA website;
- Preparation of course paperwork;

- Resulting/Processing/ Reporting using Surf Guard and Vettrak;
- Printing and distribution of Certificates, Parchments and Award Letters;
- Assist in collating course evaluations;
- Invoicing/Receipting;
- Recording Dr CPD Points;
- Archiving training records;
- Assist in maintaining course resources;
- Managing Award medallions and engraving;
- Member Education Course Certificates and Award Letters
- Other duties as required.

Team Performance:

- Contributing to the overall success of the Surf Life Saving SA team through open and honest communication, respect for others and reporting progress regularly;
- Taking a proactive role in fostering a positive, enterprising and success driven culture within Surf Life Saving SA;
- Performing the responsibilities of the role in a manner which reflects and responds to continuous improvement.

Essential Skills:

- A good knowledge of administration processes;
- Knowledge of entry level finance.

Skills, Experience and Qualifications:

- Certificate in Business and/or Administration;
- Strong computer skills with the Microsoft Office Suite;
- Strong customer service;
- Strong interpersonal and communication skills;
- Strong attention to detail;
- High level of personal presentation;
- Understanding of Surf Life Saving and its unique culture, not for profit, charity sector.

Personal Attributes:

- Leads by example and has integrity and willingness to model the values of Surf Life Saving SA;
- Demonstrates commitment, drive and initiative to achieve organisational strategic objectives;
- Highly motivated and enthusiastic team player with the ability to work autonomously and collaboratively in a team to maximise outcomes;

Hours of work:

The position is full-time and the nature of the role may require some out of hours work.

Special Requirements:

The successful applicant will be required to satisfy the requirements of a National Police Check and have a current driver's licence.

Company Values:

- Honesty and integrity and
- Respect and Empathy
- Passion for what we do
- Going the extra mile
- Accountability
- Creativity and innovation

Company Expectations

- Contribute to the efficient and effective functioning of their team or work unit in order to meet company objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor.
- Participate in the planning, development and review which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the SLSSA'S values and strategic direction.
- Perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- Read, understand and comply with all of SLSSA's policies and procedures.
- All supervising staff are required to implement and maintain SLSSA's WH&S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. All other staff will assist the Supervising staff to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform supervising staff of any unsafe working practices or hazardous working conditions.

Acknowledgement of incumbent

I have read the Position Description and confirm that:

- I fully understand the content and agree that it forms the basis of my employment;
- I understand that SLSSA may change the Position Description from time to time to suit the needs of the business

Signed

Employee:

Date:

Signed

Manager:

Date: