

## MEMBER SERVICE OFFICER POSITION DESCRIPTION

<b>Role</b>	Member Service Officer
<b>Location:</b>	Basketball ACT Belconnen
<b>Status:</b>	Casual
<b>Closing Date:</b>	09 April 2021

### Position Description:

Organisational Background & Context	<p>Basketball ACT is recognised by Basketball Australia and the ACT Government as the governing body for the sport of basketball in the ACT, and conducts competitions, development and performance programs throughout the region.</p> <p>Basketball ACT has approximately 8,000 registered participants each year, ranging from 5 to 70 years of age and involved in competitions, introductory and development programs. With over 600 teams, Basketball ACT is one of the largest basketball associations in Australia and has over two hundred referees and officials.</p> <p>Basketball ACT owns and operates its own four indoor court facility at 42 Oatley Court Belconnen ACT.</p> <p>Basketball ACT is a community, member based, organisation and works closely with school and community clubs in the delivery of basketball.</p>
Reports To	Competitions Manager
Job Responsibilities	<p>As a casual Member Services Officer overseeing the running of competition venue you will be:</p> <ul style="list-style-type: none"> <li>• A first point of call relating to competition and facility matters for Basketball ACT stakeholders attending the venue</li> <li>• In a 7 days per week operating environment you will maintain a high level of customer service, ensure all set-ups are completed in a timely manner and incorporate all operational requirements</li> <li>• Ensure all facilities are utilized only in accordance with bookings and health and safety requirements at all times</li> <li>• Continually check all equipment and facilities for actual or potential breakdowns and problems. Initiate action for repairs and maintenance when appropriate and report all matters to the relevant authority for action</li> <li>• Ensure cleanliness and safety of the facility and associated equipment for the duration of your shift to ensure they are always presentable and in good operating condition</li> <li>• Respond to member/customer requests in a professional manner</li> <li>• Act promptly and decisively on safety and security matters, especially in an emergency</li> </ul>

	<ul style="list-style-type: none"> <li>• Initiate appropriate action in the event of injury, accidents and other issue involving members/customers. Show initiative and operate unsupervised in many situations</li> <li>• Refer more complex matters to the Competitions Team when they are available or report back to BACT staff for more serious matters</li> <li>• Actively participate in the implementation and delivery of policies, guidelines and other resources.</li> <li>• Opening/Closing of BACT facilities where necessary.</li> </ul> <p>Work collaboratively as part of a high performing team/organisation, establishing and maintaining effective partnerships with key internal and/or external stakeholders to deliver high quality business outcomes.</p>
Key Relationships	<ul style="list-style-type: none"> <li>• Basketball ACT competition and operational staff</li> <li>• Referee Services Officers</li> <li>• Referees</li> <li>• Team primary contacts</li> </ul>
Qualifications and Experience	<ul style="list-style-type: none"> <li>• Senior First Aid certificate or Apply First Aid (or ability/willingness to obtain) [Compulsory]</li> <li>• Demonstrated experience in operations of a sporting, and/or recreational facility [Preferable]</li> </ul>
Knowledge and Skills	<ul style="list-style-type: none"> <li>• Demonstrated communication, interpersonal and liaison skills with a proven ability to build and maintain effective relationships with others.</li> <li>• Knowledge and experience in the operation of Sports TG would be an advantage</li> <li>• Good working knowledge of work health and safety issues</li> <li>• Capacity to understand the diverse array of clients and their particular needs</li> <li>• Capacity to make independent decisions in pressured situations.</li> </ul>
Notes	<ul style="list-style-type: none"> <li>• This position requires a Working with Vulnerable People Registration</li> <li>• The ordinary working hours for the Program will include duty on weekends and evenings at any venue that Basketball ACT operates from (For example - Belconnen Basketball Stadium, University of Canberra, and Southern Cross Stadium, Tuggeranong).</li> <li>• BACT may alter the position, Position Description and responsibilities in accordance with the needs of the business. Any such changes will be discussed prior to implementation.</li> </ul>