



Position Description – Administration Officer

ORGANISATIONAL OVERVIEW

Cockburn Basketball Association (CBA), located at Wally Hagan Stadium in Hamilton Hill, aspires to be Western Australia's Leading Family Basketball Association. The Cougar Family values inclusion, enjoyment, and excellence, translating to people, family and basketball. In that order. The Association proudly has more than 2,500 members across 250 competition teams, 22 representative teams, two State Basketball League (NBL1) programs, and booming participation programs.

POSITION OVERVIEW

JOB TITLE	Administration Officer/s
POSITION STATUS	PPT or Casual (negotiable)
REPORTS TO	Operations and Events Assistant
DIRECT REPORTS	Nil

POSITION OBJECTIVE

Reporting directly to the Operations and Events Assistant, the Administration Officer/s will be the key point of contact for the association in person, on the phone, and via email. This role has a key focus on customer service, general administration, and stakeholder engagement.

KEY RELATIONSHIPS

- Players and coaches
- Parents and Guardians
- General CBA community
- CBA Staff
- CBA Board of Directors



KEY RESPONSIBILITIES

- Be the first point of contact for the Association via phone, email and/or other forms of communication, with response times in line with the Cockburn Basketball Association's efficiency measures.
- Provide exceptional customer service to the community, including, the provision of appropriate responses to general enquiries regarding CBA's competition, programs or general activities.
- Be responsible for merchandise administration, collection and purchases.
- Provide general administrative support to the CEO and other staff as required.
- Assist in the management and delivery of the Cockburn Basketball Association's marketing, social media, and communication objectives – including monitoring of the CBA's social media and website platforms.
- Input of competition data and day sheets.
- Responsible for the general maintenance of the office environment, including maintaining supplies required for day-to-day administration.
- In addition to the responsibilities indicated, the Employer is entitled to request the Employee to perform such other duties as are within the Employee's training and competence and are reasonably requested to meet the strategic requirements of the Association.

PROFESSIONAL EXPERIENCE, SKILLS AND QUALIFICATIONS

- Relevant Basketball Administration Experience (Desirable)
- Demonstrated experience working with stakeholders in a community organisation (Desirable)
- Demonstrated experience building strong, positive relationships with key personnel and upper management of a community organisation (Essential)
- Current Working with Children Check (Essential)
- Current 'C' Class Driver's License (Essential)
- Up to date First Aid Accreditation – 'Provide First Aid' (Essential)
- High-level organisational, interpersonal, and overall communication skills
- Demonstrated experience in managing/resolving conflicts and disputes in an efficient manner.
- In depth understanding of Gameday software, including back-end competition management.



ESSENTIAL PERSONAL QUALITIES

- Excellent interpersonal skills – including the ability to communicate using all methods of communication (phone, email and face-to-face)
- Ability to prioritise and meet timelines.
- Ability to work autonomously and show initiative.
- A strong work ethic.
- A commitment to outstanding customer service and professionalism.

TYPICAL EXPERIENCE

- Demonstration of minimum 12 months experience in a similar role (Desirable)

CBA VALUES

Include	Enjoy	Excel
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