



POSITION DESCRIPTION

MEMBER SERVICES OFFICER

Overview

The Member Services Officer will be the first point of contact for all affiliates at Softball WA. This role will be primarily responsible for the following day-to-day administration activities including (but not limited to):

- Assisting with affiliates with general Softball WA enquires.
- Providing guidance and advice to affiliates using the Sports TG registration and competition system.
- Financial administration (raising invoices, counting monies, preparing floats, reconciling income and following up receivables).
- Provide support to 'off-field' State Team activities as directed by the Sport Development and Operations Manager.
- Online communication through distribution of a monthly member newsletter, website news updates and social media posts.
- Provide support in the delivery of Softball WA key events.

Therefore, a close working relationship is required with affiliated bodies, relevant stakeholders and internal staff and volunteers. Written and verbal communication is essential to be successful in this role to ensure Softball WA can achieve its vision outlined in its Strategic Plan.

Location: Mirrabooka International Softball Stadium

Responsible to: Sports Development and Operations Manager

Responsible for: This role is not responsible for any paid staff, however is responsible for coordinating a number of key state team volunteers (Team Managers) and volunteers that help assist other key areas of the organisation (ie. Events).

Program Overview

Softball WA is the governing body for the sport of softball in Western Australia.

A Board oversees softball activities within Western Australia for the overall benefit of our membership. Our staff and wide range of highly competent volunteers are committed to providing quality service in softball programs and events, as well as promotion of softball. We seek to provide value to affiliated Clubs, and to their registered members.

Key Relationships

Internal: Softball WA Staff, Board and relevant Committees

External: Associations, Clubs, delegates, event volunteers, service deliverers, sponsors, Softball Australia, Department of Sport and Recreation, sponsors



and other State Sporting Association's

Values

Softball WA is seeking a Member Services Officer who exhibits the following values:

- Excellence – holds their work, actions and behaviours to a high standard.
- Detail – is attentive to details and presents information to a high level of accuracy.
- Ownership – will take ownership of tasks and projects and be responsible and accountable for their actions.
- Integrity – acts honestly and truthfully and in the best interests of all people and stakeholders involved in Softball WA.
- Collaboration – has the ability to work cooperatively and together with others.

Performance Measures and Outcomes

The performance of the Member Services Officer will be assessed against a number of Key Performance Measures developed in conjunction with the Sports Development and Operations Manager every three months. In addition, the following high-level outcomes are required to be achieved.

- Ability to prioritise and perform tasks and projects in a timely and efficient manner;
- Obtains a high-level of satisfaction from interactions with affiliates and volunteers;
- Ability to solve problems and achieve appropriate remedies, either on their own or through consulting the wider team;
- Uses initiative through identifying areas of improvement on processes and programs, using previous experience and common sense;
- Is cooperative with others by balancing their own needs against the needs of the wider team.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Provide or coordinate training, advice and support to affiliates for the Sports TG registration and competition system.
2. Manage the operational administration requirements on a day-to-day basis of the office by answering general email and phone enquires, providing support, information and advice to affiliates, and maintaining Softball WA's records, registers and databases.
3. Undertake key financial administration activities including (but not limited to); raising invoices, counting monies, preparing floats, reconciling income or accounts in conjunction with external bookkeeping services, and following-up aged receivables.
4. Provide support to the off-field administration activities for state teams including (but not limited to) arranging flights, accommodation, nomination process, communications, invoicing, uniforms, and information to Softball Australia or other State Softball Associations.
5. Coordinate the usage and booking of the Mirrabooka International Softball Stadium.
6. Prepare various online communications to members, including a monthly member newsletter, website news and social media posts.



7. Provision of preliminary information and advice in response to enquiries from affiliated member Regions, Associations, Clubs and individuals as required (e.g. Working With Children legislation, participation programs).
8. Assist affiliates acquit funding applications to support program or resource activities.
9. Distribution of resources to assist affiliated member Regions and Associations, including policy and procedure manuals and affiliation procedures.
10. Process permits and clearances on behalf of Softball WA through the Sports TG registration system.
11. Support delivery of key annual events (e.g. Annual Awards Night and State Team Cap Night) within the Softball WA calendar in conjunction with other staff.
12. Other duties as required.

SELECTION CRITERIA

Essential

- Strong communication (written and verbal, customer service and relationship building skills).
- Good time management, and the ability to meet deadlines and prioritise tasks.
- Excellent computer skills and information technology literacy including the ability to use a range of software applications and/or membership & competition database systems.
- Ability to show initiative, work independently and part of broader team.
- Experience working in or with volunteer services and/or club administration.
- Preparedness to be flexible in respect to work hours at certain times the year.
- A current "C" class WA driver's license.
- Working with Children Check Clearance.

Desirable

- Hands on appreciation of sport with an emphasis on Softball.
- Experience working within a member-based association, particularly of a sporting nature or in a small team.
- Willingness to travel intra-state (up to three times per year only if required to regional areas).