

EQUESTRIAN VICTORIA ADMINISTRATOR

POSITION DESCRIPTION

Position Status:	Part-Time
Reports To:	Equestrian Victoria CEO
Direct Reports:	Nil
Location:	Werribee Park National Equestrian Centre, Werribee
Hours:	Flexible, to be negotiated with applicant
Close Date:	Friday, 30 August 2019

Primary Purpose

To support Equestrian Victoria's members, events and committees through effective administration and communication. This is a customer facing role.

Key Responsibility Areas

Key Result Area	Major Activities
Customer Service	<ul style="list-style-type: none"> • Answering incoming telephone call to Equestrian Victoria • Providing a high level of customer service to all members, affiliates and stakeholders • Handling and directing enquiries for individual sport disciplines as required • Mail collection and dissemination • Processing banking and over the phone payments • Receive enquiries related to Equestrian Victoria Events • Monitoring email enquiries
Membership Maintenance & Support	<ul style="list-style-type: none"> • Processing Membership applications, renewals and enquiries for: <ul style="list-style-type: none"> • Individuals • Affiliates • Horse Registrations, transfers and bridle numbers • Competition Licenses • Others • Database management (updating, processing and reporting) • Processing payments and refunds
Event Support	<ul style="list-style-type: none"> • Supporting Organising Committees with Entry checks and Results • Assisting with delivery of specific EV Events (i.e. Masters Games)
General Administrative Responsibilities	<ul style="list-style-type: none"> • Attendance at EV Staff Meetings • Maintaining procedure manuals pertaining to position • Attend other meetings as required • Processing WWC/SBS Forms

Organisational Relationships

Equestrian Victoria Members	Provide information and support
All staff members	Participation in fortnightly staff meetings

Key Systems and Equipment Usage

- Microsoft Office including Outlook, Word and Excel
- Xero - Financial Accounting System
- Nominate - Member Database

Selection Criteria

Criteria	Mandatory	Desirable
Experience	<ul style="list-style-type: none"> • Proven experience in working within a team towards shared goals 	<ul style="list-style-type: none"> • Equestrian sport administration
Qualifications	<ul style="list-style-type: none"> • Current Working with Children Check • The right to work in Australia 	<ul style="list-style-type: none"> • Administration qualifications
Skills, Abilities, Knowledge	<ul style="list-style-type: none"> • Solid computer skills • Verbal and written communication • Computer Skills, Word, Excel • Customer Service focus • Time management and prioritisation skills • Research capability 	<ul style="list-style-type: none"> • A knowledge of Equestrian Victoria and Equestrian sports in general
Personal Qualities/ Behaviours	<ul style="list-style-type: none"> • Enthusiastic applicants with the confidence to interact with a variety of stakeholders • The ability to take the initiative and work autonomously • Organised • Flexible approach • Follow up capability 	<ul style="list-style-type: none"> • A love of equestrian sport, and the desire to help grow participation

Physical Requirements of the Position

This is an office-based position that will require periods of sitting at a desk operating office equipment and computers.

Other Relevant Information

Other related duties may be required from time to time.

END