

**Duty Manager**

**Job Description**

**November 2012**

**Darwin Basketball Association Inc.**

[**www.darwin.basketball.net.au**](http://www.darwin.basketball.net.au)

Summary of the Position:

This position assists the Executive Officer (EO) in providing a basketball competition on behalf of the Darwin Basketball Association (DBA).

This position is required to work flexible working hours due to the nature of the business of the DBA during business hours, evening competitions and weekends. This position assists the EO in providing customer service and volunteer coordination particularly during the evening competitions.

Position Scope:

* To welcome users to the sports facilities, provide information and advice when requested and deal with all routine clients enquires accurately and efficiently;
* Ensure smooth operation of the scheduled competition;
* Promote the DBA Codes of Conduct for Officials, Players, Coaches and Spectators;
* Ensure high standards of customer care are maintained at all times, to act as a main contact for customers, dealing with complaints in an efficient and courteous manner in line with the DBA customer care policy;
* Handle all incidents/accidents including the reporting procedure and any player reports in conjunction with the game referee;
* Ensure that all facilities are prepared for use for scheduled competition including canteen, ticket office, court and score bench preparation;
* Ensure sufficient referees, bench officials and statisticians are available for scheduled games as required including compiling the referee roster;
* Provide basic first aid as required and manage player injury reporting process;
* Ensure effective and efficient use of lighting and air-conditioning;
* Ensure facilities are safe and secure at end of scheduled games including depositing nightly takings and setting security alarms;
* Assist to source sponsorship for the Darwin Basketball Association Referees;
* Assist the Executive Officer with any other duties as required

**Position Hours:**

Monday 2pm – til close of play (usually 10pm) 8 hours

Tuesday 4pm – til close of play (usually 11pm) 7 hours

Wednesday 4pm – til close of play (usually 10pm) 6 hours

Thursday 4pm – til close of play (usually 11pm) 7 hours

Friday 4pm – til close of play (usually 10pm) 6 hours

Total approximate hours per week: 34 hours (during Competition approx 40 weeks during school terms) with potential for additional hours on Saturdays

**Specific Competencies:**

**Essential**

1. Demonstrated management, communication, organisational and interpersonal skills
2. Demonstrated ability to meet deadlines, deliver what is promised and with a positive attitude and optimistic approach to tasks
3. Demonstrated ability to work as a member of a team and treat colleagues with trust and respect
4. Demonstrated computer literacy, especially in the use of MS Office products
5. First Aid Certificate or ability to obtain one

**Desirable**

1. Previous experience in sports administration
2. Understanding of Basketball rules and DBA bylaws and policies; and
3. Understanding of or previous experience with the FIBA Organiser competition and membership management computer application.