

Mandurah Basketball Association Inc.



Job Description
Operations Manager

Job Title: Operations Manager
Location: Mandurah, Western Australia
Reports to: Mandurah Basketball Association Inc. Board

Name of person in this position:
Address:
Mobile:
Implemented:
Reviewed:
Salary: TBA – Experience Related
Work hours: Monday – Friday 9am – 5pm
Entitlements:
- Superannuation at the current statutory rate. 9.25% currently.
- 20 days annual leave per annum (accrued)
- 10 days personal/sick leave per annum (non-accrued)

1. Purpose of this position

To provide management and control of the daily operations of the Mandurah Basketball Association (MBA). Manage and control all purchasing, inventory and labour to provide professional service delivery to all MBA Stakeholders. To oversee all aspects of quality and service provided by all staff in the efficient operation of the business at all times.

2. Major Responsibilities

- Rostering of all staff and volunteers, setting of work times if required.
- Ensuring staff roles and works are maximized to the benefit of the MBA.
- Manage, maintain and control all staff to maximize their productivity.
- Ensure that all staff display high customer service standards whilst working.
- Operation of the day to day dealings of the MBA and all of the facets involved in the association.

- To develop and maintain the Sporting Pulse Portals used for the collection of fees for players, rosters, schedules and game fixtures to the benefit of the MBA.
- To be responsible for the booking of all court allocations, time slots and cancellations if required for all MBA games, trainings and events. This includes liaison with the City of Mandurah Recreational Services Team in relation to the same.
- To drive the MBA members away from the payment of cash to the office and to make payment by EFT or online functions.
- Develop operational policies and procedures to ensure governance is adhered to.
- Dealing with conflict resolution with all internal and external stakeholders of the MBA.
- Oversee other staff to ensure that they are operating within their working agreements.
- Ensuring that staff training and productivity is maximized.
- Build and maintain an environment for all staff to be engaged and enjoy their work.
- Supervision of tasks carried out by the Development and Promotions personnel and volunteers as required.
- Pre-planning of all up coming busy periods, staffing levels and promotional periods in advance of those periods.
- Authorization of expenditure, uniforms or office equipment or general purchases to a maximum value of \$300.00 without approval of the MBA Board.
- Compliance to all regulations and statutory requirements within the scope of the MBA or its subsidiary affiliations.
- Regular meetings with MBA President or in his absence Vice President to report on MBA Board duty portfolios, maintenance, capital expenditure and staffing issues within the business.

3. Expected Position Outcomes

- The Mandurah Basketball Association is operating and managed in an efficient manner and all staff controlled are kept up to date and informed at all times.
- Maximum leverage is gained from staffing and volunteer levels at all times on the site.
- MBA Board Satisfaction rate is kept high at all times.
- All policies and procedures are implemented and adhered to by all staff.
- Complaints are dealt with to the satisfaction of all stakeholders, without compromising the business position.
- Potentially unsafe situations are dealt with immediately and reported to the MBA Board for rectification.

4. Position Dimensions

4.1 Decision Making – Authority

- Authorized to instruct all staff and volunteers.
- Authorized to manage and purchase all produce, supplies and equipment as outlined.
- Authorized to manage and maintain the company computers and operating systems.
- Authorized to instruct the staff / volunteers and delegate above responsibilities as seen fit by you.

4.2 Resources Controlled

- Financial (\$300-00 Non Approval required. Staff (\$60,000.00
- Total Staff Reporting to this position
 - Direct Reports - 1 (President)
 - Indirect Reports – 2 (Development Portfolio / Promotions , SBL & WABL Board Members)
 - Domestic Portfolio – direct reporting

5. Experience Qualifications

5.1 Skills

- Management experience in controlling and creating positive culture with staff.
- A fundamental understanding of account and book keeping in order to take and process member payments. MYOB experience preferred but not essential.
- Proven ability to deal with staff and negotiate appropriate outcomes.
- Ability to operate within and build a team culture with employees.
- Proven ability to empower employees to bring efficiencies to the business
- Resolution of operational day to day matters
- Proven ability to organize workloads effectively and to determine priorities
- Excellent oral and written communication skills, particularly to assist in dealing professionally with suppliers, customers, staff and MBA members.
- Ability to liaise with a wide range of internal and external customers.

5.2 Experience

- Minimum of 1 year experience in a Management role.
- High level of administration skills.
- MYOB or Book Keeping preferred but not essential.
- Previous experience within a sporting environment preferred

5.3 Personal Characteristics

- Relationship builder and strong team player
- Self motivation and confidence
- Initiative, commitment and team orientation
- Superior Customer and Quality service awareness
- Ability to motivate individuals and contribute as a team player
- Flexibility, personal integrity and honesty

6. Working Relationships

6.1 Liaise with:

- MBA Board Members
- Development Officer
- All staff and volunteers
- External Suppliers and Customers..

Signatures: Date

(person in position)

(Paul Ballantyne MBA Inc.)

Next review date