

Job Description

Current as at: 17 July 2015

ADMINISTRATION COORDINATOR WARWICK

POSITION LEVEL: Full-time/Part-time, Fitness Industry Award 2010**REPORTS TO:** Centre Manager or other person who may, from time to time, be nominated.**SUPERVISES:** Reception/Customer Service Staff**PRIMARY
RESPONSIBILITIES:****Administration and Reception**

1. Coordinate all administrative procedures necessary for the efficient conduct of the centre in the absence of the Centre Manager.
2. Undertake general reception duties including answering incoming calls in a professional manner and providing accurate information to customers on all aspects of centre activities and services.
3. Be proficient with the use of all software management systems used to manage all programs at the centre.
4. Ensure that credit card expirations are up to date prior to monthly direct debit run
5. Reconcile direct debit rejections – applying any rejection fees, contacting members and/or applying messages to membership files on software program.
6. Maintain and record daily transactions in the general ledger and green book.
7. Compiling & processing the centres invoicing (greenies) on a weekly basis, including end of month expense forecasting.
8. Complete the daily Cash Reconciliation and Banking Details when required.
9. Assist the Centre Manager with the budgeting and the monitoring of income and expenditure.
10. Order and manage the centres food & beverage inventory and merchandise inventory, by ensuring that all stock received is entered in to Links and checked that all prices are current in the system.
11. Undertake stock take as required by Centre Manager.
12. Continually monitor the cleanliness, safety, security and presentation of the Centre in conjunction with other staff.
13. Complete daily/weekly/monthly task lists on time and accurately.
14. Ensure regular and reliable filing of documentation of member information.
15. Where required or considered necessary, represent the YMCA at an industry or sector level.
16. Actively participate in YMCA Staff Meetings as required along with ensuring contribution and support to the management team, by embracing and providing business development initiatives along with engaging staff to do the same, to ensure the ongoing improvement of the centre.
17. Undertake the Petty Cash reconciliation as per required.

Customer Service

1. Provide high and exceedingly high quality point of sale service to all members and guests, and to train Reception staff in same.
2. Ensure all member communication is accurate and displayed in a timely manner and is in line with company branding guidelines.
3. Create new internal promotional material (posters / signage) appropriate to centre promotions / activities as required and ensure that only current signage is displayed
4. Use effectively, the marketing tracking system and YMCA sales process and ensure systems are being used by all customer service staff and fitness staff.
5. Process membership sales and customer requests, train Customer service staff in how to process membership sales and customer requests

Staff Supervision

1. Providing supervision, guidance and leadership to all Reception/Customer Service staff including delegating tasks to casual staff and ensuring that staff are completing these duties effectively.
2. Provide training and inductions for all existing and new administration staff in a timely manner ensuring accurate recording of training.

	<ol style="list-style-type: none"> 3. Ensure the Staff Register is up to date and compliant for ALL staff including minimum qualifications and training. 4. Develop & implement work instructions specific to admin tasks for all administration staff use and conduct regular reviews to ensure continued currency and relevance. 5. To assist the Centre Manager in the recruitment of casual administration and reception staff and ensure correct employment documentation is completed and maintained. 6. To undertake staff appraisals, assist with staff counselling and performance management and provide on the job training for casual reception and administration staff. 7. Ensure minimum staff qualifications are maintained within the administration and reception area. 8. By using the significant dates spread sheet provided by head office monthly, inform all area coordinators of upcoming birthday's, probation period expiry and anniversary of years of service. 9. Ensure all new staff members are added to the centre staff contact list, set up with a gym membership and tag, and 24/7 access registered. This process is to be documented and placed on the staff file when complete. 10. Ensure all staff that have left the centre are removed from the staff contact list, 24/7 access and gym membership cancelled. This process is to be documented and placed on staff file when complete. <p><u>Risk Management</u></p> <ol style="list-style-type: none"> 1. Comply with the YMCA's Occupational Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document. 2. Assist the Centre Manager to ensure YMCA KPI performance benchmarks in terms of hazard identification and rectification with workplace health and safety. 3. In consultation with the Centre Manager, monitor health and safety performance of the establishment and take appropriate action where required. 4. Investigate all accidents/incidents that occur in your area and prepare reports if appropriate. 5. Maintain the work environment so as to minimise risk to both customers and staff. 6. Report identifiable risk so that immediate action can be taken. 7. Maintain confidentiality of all YMCA information, records and files 8. To maintain the Quality System and report any deviations from the intended system along with ensuring all reception and administration operations adhere to same. 9. Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the "YMCA Quality Manual". 10. Must be aware of and implement the YMCA's Safeguarding Children and Young People Policy. 11. Any other duties as determined by the Chief Executive Officer from time to time
<p>SELECTION CRITERIA</p> <ul style="list-style-type: none"> • Qualifications • Experience • Behaviour Attributes 	<ol style="list-style-type: none"> 1. Minimum of 3 years' experience in a senior administration role within a fitness environment 2. Knowledge of recreational programing, marketing and customer service within a recreational fitness environment 3. Current First Aid and CPR qualifications 4. Possess, or be willing to obtain, a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000 5. Achievement of YMCA's Safeguarding Children Training Certificate 6. Excellent written and communication skills 7. Excellent customer focus, team building skills and self-motivation 8. Strong organizational skills 9. Supervisory Experience 10. A high level of information technology skills

Authorised by: _____