

# TABA Domestic Desk Position Description

## Purpose

The TABA Domestic Desk staff are generally the first point of call for all enquiries, specifically relating to the TABA Domestic Competitions (both junior and senior). The Domestic Desk staff manage and oversee the nightly competitions in conjunction with the TABA Match Committee and Referee Coordinator and in alignment with the TABA Playing Regulations and other policies and procedures. The TABA Domestic Desk staff are responsible for various administrative tasks and excellent customer service delivery to TABA members.

## Responsibilities

The TABA Domestic Desk staff have a varied role encompassing many administration and customer service functions, including but not limited to the following:

- Respond, resolve and refer (where necessary) all customer enquiries that are received via the domestic desk email, phone and office in a timely and professional manner
- Ensure any complaints and urgent issues are managed in a timely manner, escalating to the relevant portfolio holder as necessary.
- Complete domestic competition management and maintenance tasks such as season configuration, fixture set up and changes, participant registrations and other functions within the competition management system of PlayHQ.
- Run participation reports and audits where required or requested from a TABA Board member.
- Effectively set up and pack up on competition nights, ensuring all games are completed on time. This includes ensuring the TABA Office and Referee room is tidy and presentable with assets collected and locked away i.e. iPads, basketballs
- Ensure all processes and advice is provided in alignment with TABA's policies and procedures and in particular the Domestic Playing Regulations.
- Ensure all results are correctly uploaded each night via the scoring application.
- Maintain a close working relationship with the TABA Match Committee
- Maintain a close working relationship with the TABA Treasurer, ensuring all financial enquiries and tasks are referred to within a timely manner
- Accurately record the games refereed by each referee according to the roster in the relevant pay sheet, capturing any changes occurring on game night.

- Ensure all cash handling procedures are adhered to, including accurately recording all funds received in the reconciliation spreadsheet and providing receipts for all funds received via the TABA office including EFTPOS and cash payments.
- Assist with the running of the Aussie Hoops and Under 8's programs (usually held on a Friday night).
- Ensure all TABA office documentation, folders and resources are current and up to date.
- When required, completed Social Media posts, Website maintenance and other communication outputs as directed by the TABA Board.
- Ensure that the TABA visual display is running each night and is up to date with TABA information
- Complete a monthly audit and clean-up of the TABA storage room and follow-up with any portfolio holders any issues or concerns.
- Ensure Bio-safety officers are in attendance and their rosters are up to date
- Ensure all COVID safety supplies are sufficient, requesting more to be ordered where required.

## Essential Requirements

- Excellent communication and customer service skills
- Pro-active and well organised
- Ability to multi-task and meet strict deadlines
- Excellent computer skills with experience in using Microsoft Office Suite, social media platforms and membership/customer management databases
- Attention to detail
- Reliable, honest, trustworthy and flexible
- Willingness to job share and work alongside TABA Board members
- Previous administration experience is essential
- Knowledge of basketball and TABA's Domestic Playing Regulations is desired
- Cash handling experience preferred
- Working with Children Check is essential
- Act in the best interest of the association at all times
- Undertake the role in good faith and honesty
- Comply and be familiar with the TABA conflict of interest policy.

## Hours of Work & Honorarium Arrangements

The TABA Domestic Desk staff will be required to work on their designated days and hours set out for each season. Depending on fixtures some hours of work may differ slightly from one season to the next.

Should the Domestic Desk person be unable to attend a specific day, the TABA Treasurer or TABA President should be notified in the first instance to ensure coverage is arranged at the earliest convenience.

TABA Domestic Desk staff will be rewarded \$20.00 per hour for their scheduled working hours which will be paid on a weekly basis. The Domestic Desk staff must enter their hours weekly on the paysheet each week.

Any additional hours of paid work must be approved by the TABA Board before the completion of works completed or work is undertaken?

All TABA Office staff must wear a TABA branded top/polo when on duty.