

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

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|----------------------|--|-------------------------|--------------|
| Title | Community Venues Bookings and Administration Officer – Recreation Services | Level | 4 |
| Business Unit | Leisure and Cultural Services | Position Number | 00855 |
| Directorate | Corporate Services | Date Established | January 2008 |
| Reporting to | Team Leader – Community Venues | Date Updated | May 2026 |

2. KEY OBJECTIVES

- Provide a high-level customer service function related to the booking of City venues to both internal and external customers and/or stakeholders.
- Manage the bookings and usage of the City managed venues by regular and casual groups and individuals.
- Perform financial and administration functions relating to community venue bookings.
- Assist in the delivery of sport and recreation programs and services, including the KidSport program.

3. KEY ACCOUNTABILITIES

- All venue booking enquiries, applications, confirmations and administrative activities are managed in accordance with legislation, protocols, procedures, processes, work instructions and adopted practices.
- Venues are managed effectively and efficiently to ensure they fit for purpose and meet hirers needs and requirements.
- Ensure all financial activities are undertaken in accordance with the City's purchasing protocols and practices, and invoices and payments are actively tracked and managed.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City policies, procedures and other WHS related requirements, and actively support City safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Customer Service

- Liaise with internal and external customers to ensure efficient and effective customer service delivery.
- Respond to customer enquiries, feedback and requests in a professional manner and in line with corporate timeframes
- Provide venue hire related services to hirers including commercial, community and not for profit clients.
- Provide a high level of customer service that enhances the City's image.
- Maintain confidentiality and privacy of customer records.

Outcome: Booking Coordination

- Process and manage casual booking requests from individuals, commercial organisations and community groups.
- Apply the appropriate charges to bookings through accurate interpretation of the City's Schedule of Fees and Charges and Facility Hire Subsidy Policy / Venue Hire Fees and Charges Policy.
- Submit requests for additional subsidies, waivers of fees and liquor related requests for casual hirers.
- Prepare accurate reports including subsidised use reports, hirer data, occupancy statistics and others.

Outcome: Venue Management

- Arrange the provision of keys and alarm codes to booked venue for hirers and maintain key and alarm code records.
- Ensure hirers are familiar with venue access requirements as well as the City's Terms and Conditions of Hire.
- Undertake venue inspections and audits.
- Ensure floodlighting is aligned to confirmed bookings, users are provided SMS control information (where relevant) and maintain lighting records.
- Ensure all maintenance, vandalism and cleaning reports are logged appropriately and followed up where necessary.

Outcome: Financial Management

- Process cash, cheque and credit card payments and deposits, issue receipts, undertake reconciliations and prepare refunds and journals.
- Review outstanding debt and pursue in line with Community Venues Booking Office debt collection procedure.
- Prepare monthly financial reports on subsidised use and outstanding money for hirers.
- Submit refunds for approval for bonds and cancelled bookings for hirers.
- Provide input to annual and mid-year budgets and business planning.

Outcome: Administration

- Administer the KidSport funding program.
- Undertake ongoing reviews and updates of City web pages relevant to Recreation Services
- Provide support to the Sport and Recreation team relating to the delivery of sport and recreation programs and services.

- Ensure all operational manuals related to regular hire for the Community Venues Booking Office are accurate and up to date at all times.
- Develop and implement administrative techniques, work practices and procedures for the Community Venues Bookings Office in accordance with City protocols and procedures.
- Provide assistance to the Coordinator Recreation Services.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

5. **WORK RELATED REQUIREMENTS**

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Demonstrated interpersonal skills to effectively liaise with internal and external customers.
- Developed organisational and time management skills, with proven ability to effectively prioritise multiple tasks to meet deadlines and achieve desired outcomes.
- Developed written communication skills, with proven ability to ensure clear and concise documents and correspondence are prepared.
- Developed organisational and time management skills.
- Developed computer skills (Word, Outlook, Project and Excel).
- Ability to contribute to and work as part of a team.
- Ability to operate facility booking systems and databases

Knowledge:

- Customer service concepts.
- Sound knowledge of accounts receivable practices related to invoicing, debt collection and producing reports.
- Document management systems.
- Work, Health and Safety requirements.
- Administrative procedures.

Experience:

- Coordinating administration systems.
- Delivering bookings services across multiple venues.
- Dealing with both internal and external customers and the general public.

Qualifications / Clearances:

- Current WA 'C' Class Driver's Licence.
- Current National Police Certificate.

6. **EXTENT OF AUTHORITY**

- Follows standards/procedures; acts within established guidelines.
- Work outcomes are clearly defined and monitored.
- Contributes to the development of work practices and procedures.
- Solutions found in established procedures/practices; assistance readily available.
- Limited judgement required within clearly established guidelines.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general supervision.

Internal:

- Employees of Leisure & Cultural Services
- Predominantly employees within the Business Units of Leisure & Cultural Services, Asset Management, Parks & Natural Environment and Financial Services.
- Other internal stakeholders where appropriate.

External:

- Community groups, sporting clubs and schools.
- Local community, ratepayers and general public.
- Commercial groups and operators.
- Other external stakeholders where appropriate.

8. POSITION DIMENSIONS

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| NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION | 0 |
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