



# GAME ADMINISTRATOR

## JOB DESCRIPTION

LAST REVIEWED 18 APRIL 2024

### OVERVIEW

#### OUR VISION:

We want softball to be a sport for **life**. One that **evolves** as it needs to, is **enjoyed** by all those who **connect** with the game in **any capacity** and is characterised by **success**.

#### OUR PURPOSE:

The primary purposes of WSA are to:

- promote, develop and co-ordinate competitions for all softball within our region;
- support and assist its Members to deliver Softball;
- promote the game of softball;
- regulate the game of softball;

#### REPORTING TO:

Community Softball Manager

### PURPOSE OF THE ROLE

This role is tasked with supporting the Community Softball Manager with the smooth running of the Wellington Softball Association to ensure that the best possible experience is delivered to our membership. Wellington Softball is responsible for delivering the club competition, representative programme and development opportunities for players, coaches and officials. As such, this role requires exceptional relationship building, time management and communication skills coupled with a growth/continuous improvement mind-set. This role is 37.5 hours per week but hours are likely to increase during the peak periods of the season (i.e. in the lead up to the season and during planning time) and some weekend work will be required at key points of the season (ie semi-finals, finals, tournaments). Pragmatism and a sense of humour goes a long way with a membership organisation!

## KEY ACCOUNTABILITIES

Membership	<ul style="list-style-type: none"> <li>● Providing exceptional customer service by ensuring <ul style="list-style-type: none"> <li>● that as first point of contact for membership that all inwards correspondence is dealt with in a timely manner or escalated to the appropriate person in a timely manner</li> <li>● that all communications regarding the registration process is communicated to clubs</li> <li>● all player transfers/clearance are dealt with</li> </ul> </li> </ul>
Competition	<ul style="list-style-type: none"> <li>● Act as the first point of contact for clubs in regards to anything relating to the draw and competition</li> <li>● Create the draws for all competitions within the timeframes agreed;</li> <li>● Prepare draft communications for the Community Softball Manager to review and send;</li> <li>● Book all grounds</li> <li>● Liaise with key stakeholders regarding cancellations due to rainouts</li> </ul>
Athlete Development	<ul style="list-style-type: none"> <li>● Support the Development Officer with the delivery and implementation of various Athlete development programmes within the region</li> </ul>
Representative	<ul style="list-style-type: none"> <li>● Book all grounds for representative trials and trainings</li> <li>● Ensure all advertisements for coaches and managers are up within agreed timelines</li> <li>● Act as support to the representative committee</li> <li>● Obtain quotes for travel and accommodation for representative teams and complete funding applications for review by Community Softball Manager</li> <li>● Liaison with coaches and managers regarding itinerary's; ground bookings for trainings (if needed); distribution of uniforms</li> </ul>
Finance	<ul style="list-style-type: none"> <li>● Obtaining quotes to support the all the funding applications to be submitted</li> <li>● Managing the compliance aspect required by the funders</li> </ul>
Communications	<ul style="list-style-type: none"> <li>● Prepare monthly newsletters in liaison with the Community Softball Manager and Executive Committee to keep membership informed of what is happening</li> </ul>
Website and social media management	<ul style="list-style-type: none"> <li>● Maintain website. Regularly liaise with the webpage owners to review and update the website with current, accurate and relevant information.</li> <li>● Review the website in full annually prior to the season to ensure that all dates and forms are providing accurate information</li> <li>● Maintain the facebook and instagram pages – utilise social media to ensure positive, informative and engaging posts are regularly done to engage membership</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>● Maintain the Health and Safety Register</li> </ul>
Events	<ul style="list-style-type: none"> <li>● Work with Community Softball Manager to plan and deliver events</li> <li>● Coordinate volunteers when needed</li> <li>● Action all bookings required to deliver events</li> <li>● Communicate and publicise all events</li> </ul>
Other general duties	<ul style="list-style-type: none"> <li>● Complete other general duties as delegated by the Community Softball Manager</li> </ul>

**QUALIFICATIONS:**

- A sporting qualification would be a positive but not essential
- Proven experience in sports management / administration
- Softball knowledge would be positive but not essential
- Strong IT Skills - Proficiency in the Microsoft Office Suite including word processing, presentations, database management.
- Outstanding organisational skills

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**PERSONAL / TECHNICAL ATTRIBUTES:**

<b>ATTRIBUTES</b>	<b>DESCRIPTION</b>
Efficient and Self-managed	<ul style="list-style-type: none"><li>● Ability to prioritise and maximise time available to complete tasks.</li><li>● Can structure own day, manage workload and meet deadlines.</li></ul>
Strong communication and inter-personal skills	<ul style="list-style-type: none"><li>● Has excellent written and verbal communication skills.</li><li>● Ability to write clear and concise reports, compose and reply to correspondence.</li><li>● Ability to develop and maintain highly effective contacts, relationships, and networks with individuals and groups inside and outside the organisation.</li><li>● Practice confidentiality and where there is uncertainty will seek confirmation from appropriate authority.</li></ul>
Planning and coordination skills	<ul style="list-style-type: none"><li>● Excellent planning skills.</li><li>● Ability to coordinate various activities and see them to the end.</li></ul>
Flexible, proactive, and creative	<ul style="list-style-type: none"><li>● Ability to identify opportunities, areas of growth and improvement.</li><li>● Applies creativity and flair to the role.</li><li>● Ability to react quickly and positively in a range of situations.</li></ul>
Excellent Customer Service skills	<ul style="list-style-type: none"><li>● As the first point of contact for Associations, has ability to be a great “PR” person and ambassador.</li><li>● Friendly and approachable manner.</li><li>● Inspires confidence in own ability and in others.</li><li>● Provide second-to-none service.</li></ul>
Thorough and confident	<ul style="list-style-type: none"><li>● Thoroughness and attention to detail in all tasks and projects. Confident and positive in approach</li><li>● Is widely trusted and seen as a direct and open person</li><li>● Can deal with conflict, ambiguity and information in an appropriate and positive manner</li><li>● Ability to manage and escalate potential issues in a timely manner.</li></ul>