

Position Title:	Games Operations Staff
Role:	Games Manager/Front Desk
Status:	CASUAL/HOBBY
Reports To:	CEO/GM/CPM/CRC
Direct Reports:	Officials/Referee Instructors

Overall Position Objective

To be the primary point of contact for teams and patrons on game day for all Wanneroo Basketball Association Domestic Competitions and WABL.

Form relationships with various Domestic & WABL Competition stakeholders and facilitate effective administration of Domestic and WABL Competitions on game days (weeknights and weekends) across all Wanneroo Basketball Association venues

Key Responsibilities:

1. Takes directions from the GM/CPM/CRC as applicable.
2. Responsible for the administration of relevant domestic competitions (and WABL competition days where applicable) hosted by the Wanneroo Basketball Association across multiple venues.
3. Ensure the implementation of, the various By Laws, Policies and Procedures of the Wanneroo Basketball Association, in consultation with the GM/CPM and CRC.
4. Ensure COVID compliance as per Association, Venue Operator and State Government guidelines.
5. Be the first point of contact and provide an immediate response where possible including:
 - Competition queries such as, forfeits or complaints.
 - Game fee collection.
 - Policy / Procedural questions.
 - Game administration.
 - Retail sales.
 - Ushering and patron management.
 - Venue issues or details.
 - Initial First Aid assessments and recording.
 - General enquires.
 - Checking of entry requirements (Vaccination Certificates/Tickets)
 - Other aspects as required for the role within a sporting organisation.
6. Responsible for the recording of
 - a. Competition match results. (Using relevant competition software)
 - b. Staff and referee timesheets. (Using appropriate software (ie Refbook))



- c. Reconciliations. (POS Z-Report)
 - d. Completion of relevant reports.
7. Undertake duties as directed to ensure venues are capable of hosting competitions and events as required, including:
 - Ensuring courts are well maintained and suitable for use.
 - Liaising with Venues West staff where required.
 - Ensure all equipment is set up and ready for use (includes scoreboards, tablets, backboards, balls)
 - Monitor Officials to ensure they are adhering to the WBA Officials Code of Conduct.
 - Correctly filling out GM Report with all relevant information.
 - Monitor stock levels of First Aid supplies & Blood Kits in First Aid Room.
 - Ensure any Clash Kits used on Game Night are noted on GM Report
 8. Undertake additional training relevant to the delivery of the Games Manager role as requested by the BOM, CPM or CRC from time to time.
 9. Ensure the implementation of The Wolf Pack Principles, Values, and philosophies, in all activities undertaken, and as requested by the GM, CPM & CRC.
 10. Any other reasonable duties as required by GM, CPM & CRC to meet the requirements of the Association.

Contacts and Personal Attributes

Internal Contacts:	<ul style="list-style-type: none"> • General Manager (GM) • Competition & Programs Manager (CPM) • Competition & Referee Coordinator (CRC) • Other Games Managers • Door Staff • Volunteers • Members • Coaches • Players • Officials / Referee Supervisors • Parents / Spectators
External Contacts:	<ul style="list-style-type: none"> • External venue hirers • Venues West • Administrative staff from other Associations
Essential Qualifications:	<ul style="list-style-type: none"> • Current Working with Children Check • Up to date First Aid Accreditation (“Provide First Aid”)
Essential Skills and Capabilities:	<ul style="list-style-type: none"> • Excellent organisation & interpersonal skills • Understanding of basketball • Ability to work autonomously and to show initiative with a “solutions focused” approach • Reliable and flexible



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	<ul style="list-style-type: none">• Commitment to customer service delivery• Ability to manage conflict and resolve disputes effectively and efficiently
Essential Personal Qualities:	<ul style="list-style-type: none">• Ability to relate to people effectively and professionally in person and via telephone and email• Demonstrate strong commitment to high levels of professionalism and customer service• Willingness to take directions and to adapt to change at short notice.• A strong work ethic and punctuality
Desirable Personal Qualities:	<ul style="list-style-type: none">• Referee Experience• Agreeable personality• POS experience• Comprehensive understanding of basic basketball rules, policies, and procedures• Self-motivated• Good team player
Desirable Experience:	<ul style="list-style-type: none">• Experience in a similar role

Acknowledgement

- (i) The details contained in this document are an accurate statement of the accountabilities, responsibilities, and other requirements of the position.

Andrew Summerville
Chief Executive Officer
Wanneroo Basketball Association

Signature: _____ Date: _____

- (ii) As occupant of the position I have noted the key roles, accountabilities, and responsibilities as detailed in this document.

Name: _____ Start Date: _____

Signature: _____ Date: _____

