

POSITION DESCRIPTION

POSITION:	Carrara Squash Operations Coordinator
LOCATION:	Carrara Indoor Sports Stadium, Gold Coast
REPORTS TO:	CEO - Squash Australia
STAFF MANAGEMENT:	Casual Staff, Volunteers

THE ROLE

The Carrara Squash Operations Coordinator (CSOC) is responsible for overseeing the day to day management of the Carrara Squash Centre (CSC). This ideal candidate will have an entrepreneurial mindset which will translate into increased facility utilisation via the delivery of both traditional and non-traditional squash activities. The CSOC will also be responsible for driving non-squash 'lifestyle' programming i.e. yoga and other sport/ fitness activity and business administration of the centre.

The CSOC working in close collaboration with the Carrara Squash Professional and other members of the Squash Australia (SQA) team to ensure best practice national programming is being delivered and 'Centremark' and 'SportyHQ' are being effectively used to ensure that 'off court' excellence is being achieved.

This position has the potential to be employed as a staff member of SQA or as an independent contract. This will depend on the successful applications skillset and background around facility management.

KEY ACCOUNTABILITIES (WHAT DOES SUCCESS LOOK LIKE)

- High levels of facility utilisation.
- High levels of membership & participation – retention and growth
- Excellent customer services – happy members.
- Excellent processes and systems in place.

KEY DELIVERABLES

1. **Responsible for implementing IT systems and processes**
 - Responsible for implementing and maintaining the online court booking software (Sporty HQ).
 - Responsible for maintaining the affiliation system and CRM (Sporty HQ).
 - Responsible for the website (Sporty HQ) and social media.
 - Responsible for effectively tracking key data i.e. utilisation rates, participation rates etc.
2. **Staffing**
 - Establish casual staffing needs and engage staff – Court bookings and proshop.
 - Engage local coaches to deliver a range of coach programmes out of CSC.
3. **National Programmes**
 - Work with SQA staff to ensure national programs are delivered out of CSC.
 - Assist SQA in piloting new participation programs.
 - Build relationships with local schools ensuring the delivery of OzSquash
4. **Competitions / Tournaments**
 - Manage/coordinate all Pennant teams
 - Ensure a minimum number of tournaments are delivered out of the facility per year.
 - Ensure delivery of inhouse competitions and tournament.
 - Deliver new and exciting competitive opportunities.
 - Ensure all required affiliation requirements are met.
5. **Other Programming**
 - Investigate the viability of and implement a range of lifestyle activities with SQA Team.
 - Establish partnerships with potential facility users (sporting bodies and community groups) with SQA Team.
6. **Organisational Excellence**
 - Build relationships with squash stakeholders in Queensland.
 - Build relationships with local stakeholders on the Gold Coast e.g. Council and other activity groups.
 - Ensure organisational procedures are in place to manage compliance and risk.
 - Ensure stakeholder obligations and expectations are exceeded.

- Receive and action day-to-day requests as required.
- Complete monthly reporting.

Key attributes

- Excellent presentation skills
- Excellent problem-solving skills
- Be a team player
- Have a relevant degree or equivalent working experience
- Have excellent computer skills especially in Microsoft office products
- Have experience in developing focused commercial offerings
- Provide excellent customer services
- Excellent people and communication skills
- Excellent time management
- An attention to detail
- A valid Driving License
- A background in Squash is preferable

We are ideally looking for a candidate who can start immediately.

Application Process

All applicants are required to send their CV and Cover letter, stating in no more than one page why they should be considered for the role to ceo@squash.org.au by **16th June**.

Interviews for this position will take place the week after the application deadline and will be held either at the Carrara Indoor Sports Stadium, Gold Coast.