

Caboolture Golf Club

JOB DESCRIPTION: ADMINISTRATION OFFICER

Responsible to: Secretary Manager.

The Administration Officer is responsible for ensuring that all administration and financial activities of the Club are managed in a professional and efficient manner. The responsibilities of the position include, but are not limited to, the following:

Financial

- the maintenance of all financial and administration records of the Club
- production of monthly profit and loss and balance sheets for presentation at monthly Board meetings
- preparation of a written report on the monthly financial results, explaining normal and abnormal results and providing informed forecasts for future financial performance and viability
- record-keeping is to be of a standard suitable to satisfy any external audit requirements
- reporting of cash flow and financial viability issues to the Finance Director on a daily basis or as required
- preparation of annual accounts in a way that meets industry statutory disclosure requirements
- all financial transactions, particularly the accounting for accounts payable is to be maintained up-to-date and, wherever possible, all payments are to be made in accordance with suppliers' credit terms
- ensure that invoices are issued for every service provided and follow-up unpaid invoices until payment is received
- maintain the Club's petty cash system ensuring reconciliation and reimbursement of cash funds as required
- banking transactions, including ATM machine reimbursements are to be conducted on a timely basis
- amounts received from external parties, however generated, are to be separately identified in the accounting records to facilitate an appropriate response to any subsequent queries
- maintain a proactive approach to improving financial results through analytical analysis of results, particularly in the area of gross and net profit results as compared with industry standards

Membership services

- the maintenance of all membership records, including subscriptions, cash accounts and loyalty accounts
- managing the issue of membership cards, particularly in the case of subscriptions paid by instalments so that cards correctly reflect the member's subscription period
- providing members with an alternative to annual subscription payment that retains members and maximises the Club's revenue
- providing a welcoming, timely and efficient response to all inquiries by members, particularly in assisting members with logging-in to the members website, addressing queries arising from the compilation of competition results, and maintaining up-to-date database of all members' information

- in the event of abnormal requests by members, ensure the appropriate submission of the members' request to the Board to ensure that requests receive Board consideration and decisions are conveyed to the members
- providing members with maximum value for money by always promoting opportunities for members to benefit from their membership

Office administration

- in conjunction with the Club's Manager, attend to the administration of all Club activities on a daily basis
- to be the primary welcoming and efficient initial point of contact for all telephone contact or personal interactions with the Club
- ensure that the Club's accounting and administration systems, particularly computers systems, are maintained in a manner that secures the integrity of all information
- provide a programmed timetable for the replacement of all computer hardware over reasonable timeframes
- attend to the processing of weekly payroll and all employment-related issues
- dealing professionally in interactions with and requests from external parties in an appropriate and timely manner

Process improvement

- providing the Finance Director and Manager with recommendations for process improvement in any way that protects the financial integrity of the Club
- providing the Board with recommendations for improving the quality of the Club's governance and strategic planning processes

Working with people

- working with all external parties, particularly hirers of the Club's facilities, to ensure that their experience with the Club is a satisfactory one for them and a profitable one for the Club
- promote the Club to prospective members at every opportunity
- provide backup assistance with bar and proshop operations, under the direction of the Manager
- liaising with the Club's webmaster to ensure that the website is maintained in a timely manner
- assisting the Manager and the Board with the efficient operation of the Club, in whatever way required
- work with all volunteers to maximise the effectiveness of their efforts and help to maintain the enthusiasm of volunteers through acknowledgement of their efforts