

NEWCASTLE CRUISING YACHT CLUB



POSITION DESCRIPTION

Position: **Sailing Support Officer**

Reporting to: Sailing Manager

Purpose of the position

The Sailing Support Officer's primary role is to effectively complete the administrative tasks required for the Sailing Academy operating as an accredited *Australian Sailing Discover Sailing Centre*.

The role will additionally support other sailing activities, events and programs of the NCYC as required from time to time. This includes at the club's satellite location, the Bay Sailing Centre, in Port Stephens.

Key Relationships

The role plays a vital part in coordinating the activities within the Sailing department, hence good communication and stakeholder engagement is essential.

- Sailing Manager, Sailing Development Officer, Senior Instructor, other Sailing Instructors, Sailing Maintenance Coordinator
- Club sailing volunteers and committee members
- NCYC CEO, Functions Manager, Marina Coordinator and accounts department
- Course participants (children & adults), parents, school teachers, club members, general public

Key Tasks

Communication

- Assist with enquiries from members, customers and the general public. This includes answering the main Sailing Academy phone, redirecting calls or taking messages, responding to emails or forwarding to appropriate sailing office staff.
- Communicate course participant absences or attendance changes to Lead Instructors & Tackers Leaders, particularly on the morning or day of the specific course.
- Liaise with external groups wishing to participate in Academy courses/offerings including schools, scouts & guides groups, corporate customers, veteran and community organisations.

Administration

- Assist with the maintenance of all records, standards and administration as requirement to maintain Discover Sailing Centre accreditation with Australian Sailing.
- Coordinate the Sailing Academy course schedule in consultation with relevant staff.
- Maintain the schedule of courses on the main club Google calendar.
- Set up each course 'event' and maintain the course schedule on the online RevSPORT portal. Make adjustments as required.
- Assist customers with the online booking process and where necessary make bookings on their behalf.
- Coordinate course booking changes, refunds and make-up sessions.
- Monitor course booking numbers and liaise with the Senior Instructor over staffing requirements/availabilities.

- Prepare the course 'blue folders' prior to course commencement including sign-on/sign-off sheets, course syllabus, emergency contact lists and daily operational logs.
- Collate participant packs for all Start Crewing and Start Powerboating courses.
- Maintain stock levels of required *Australian Sailing* textbooks and logbooks.
- Prepare participant certificates prior to the completion of all Tackers, OutThere Sailing and Women's Sailing courses.
- Liaise with Functions Manager to advise dates and coordinate the requirements for end of course catering & functions.
- Collect completed course 'blue folders', follow up any outstanding details with instructors and 'complete' participants within RevSPORT to ensure certificates are issued in a timely manner.

Marketing & Promotion

- Assist in the marketing of the Sailing Academy courses via social media, the member e-newsletter, and the club magazine.
- Maintain dates, information and pricing on Sailing Academy course flyers.
- Develop skills to update the information on the NCYC and BSC websites.
- List and keep updated, course information and schedule on event promotion websites.

Regattas & Events

- Contribute to the organisation of the Academy's three development regattas as required. This may involve attending and coordinating the event on the day.
- Assist with the whole-of-club team organisation of the NCYC's major *Newcastle SailFest* event, with particular attention to the Try Sailing days.
- Be involved with the organisation of other regattas, racing and sailing events as required from time to time.

Accounting

- Redeem and reconcile Active Kids vouchers.
- Process EFTPOS payments and reconcile in RevSPORT.
- Submit information to Accounts to generate invoices as required for specific courses including school sport, corporate sailing and other events.

General

- Contribute to a well communicated staff team environment with a positive work ethic towards interdepartmental collaboration.
- Attend Sailing Office and general staff meeting as scheduled.
- Comply with all Club policies and relevant registration.
- Complete all other reasonable tasks as requested by the Sailing Manger

Qualifications / Attributes / Experience

Essential

You must hold:

- Working with Children Check (for employees)
- Provide First Aid certificate

You will have:

- A passion for organisation and attention to detail
- High level administrative skills, preferably in a sport related context
- Good written & verbal communication and customer service skills
- Strong time management skills with the ability to prioritise

- Computer and IT skills including the Microsoft suite (Word, Excel, Outlook etc)
- Ability to work independently, as well as collaboratively as a member of a team
- A well-presented, reliable and punctual manner
- A positive attitude towards learning new skills and tasks.

Desirable

- Experienced in sailing dinghies and/or small inshore keelboats
- Knowledge and understanding of a members-based club environment
- Experience using the RevSPORT portal
- Higher educational administration qualification is desirable but not essential.

Working Conditions

- Casual. The position will require 35 hours a week with potential to move to full-time hours.
- The working week will be Tuesday to Friday 9:00am to 5:00pm and Saturdays 8:00am to 1:00pm. You may be requested to work additional hours or adjusted days and times around major events and regattas.
- Award hourly pay rates based on age, qualifications & experience, plus superannuation.
- Discounted staff meals.
- Full availability is anticipated during the busy spring/summer period. As Sailing is a seasonal activity, the off-season provides for more flexibility around working hours, days and leave.
- Primary location is the Newcastle Cruising Yacht Club's administrative office located at 95 Hannell Street, Wickham. Work occasionally requires outdoor and on-water.
- NCYC are supportive of additional training and educational opportunities which may be sought. Specific in-house training will be provided in the use of RevSPORT booking software and as required in other areas.