

POSITION DESCRIPTION

Position Title	Bookings Officer
Position Code	7212
Directorate	Community & Infrastructure
Work Group	Community & Recreation
Position Classification	Band 4
Effective Date	June 2026

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

This position description is an enabling document intended to authorise the general performance of a range of duties to achieve the Position Objectives. Performance measures will be established and monitored through a personal action plan that will be developed in conjunction with the employee and manager.

The position is to perform duties for Council's role in supporting the community and so may include objective and responsibilities such as the following:

- Provide Administrative Support – Deliver efficient, effective, and accurate administrative assistance to the Community and Recreation team to support daily operations.

- **Maintain Booking Systems and Records** – Ensure the accuracy and integrity of booking data, maintain system documentation, and support reporting needs.
- **Support Community Recreation Initiatives** – Assist the Recreation Officer with the coordination and administration of community-based recreation programs and initiatives.
- **Assist with Financial Administration** – Support financial processes related to bookings, including invoicing, reconciliations, and record keeping.
- **Contribute to Process Improvements** Identify opportunities to enhance administrative and booking processes for increased efficiency across the team.

2. Working Relationships

Reports to	Recreation Officer
Supervises	N/A

3. Key Responsibilities

3.1 Manage Booking and Data Systems – Oversee sporting club and community group bookings, ensuring accurate scheduling, data integrity, and compliance with policies. Maintain system documentation and liaise with stakeholders to resolve scheduling conflicts.

3.2 Ensure Accurate Financial Administration – Process invoices, reconcile payments, and maintain accurate financial records within Optimo and TechOne, working with the finance team to resolve discrepancies.

3.3 Support System and Process Improvements – Identify and implement efficiencies in booking processes, documentation, and administrative workflows to enhance service delivery.

3.4 Maintain Structured Documentation – Ensure all booking-related documentation, including seasonal agreements, permits, and user templates, are accurately formatted, signed, and stored according to compliance requirements.

3.5 System User Guides – Create and update internal guides for booking platforms (Optimo, TechOne, and the Community Directory) to streamline operations and support staff in system usage.

3.6 Support Customer Engagement and Communication – Track and manage AGM information from sporting clubs and community groups, assist in engagement

planning, and provide clear, timely responses to inquiries both verbally and in written form.

3.7 Coordinate Meetings and Communications – Organize and document meetings, including scheduling, agenda preparation, and minutes. Support internal and external communications by managing newsletters and updating website content.

3.8 Maintain Website and Community Directory – Ensure accurate, up-to-date information is published on Council's website and the Community Directory, improving accessibility for users.

4. Core Physical Requirements

4.1 Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.

4.2 Capacity to, on occasion, lift items unspecified in weight within individual limits.

5. Accountability and Extent of Authority

5.1 Bookings & Data Management – Accountable for accurate bookings, data integrity, and compliance. Can process bookings and resolve minor conflicts.

5.2 Financial Administration – Processes invoices and reconciles payments within guidelines, referring complex issues to finance.

5.3 Process & System Improvement – Identifies and implements minor efficiencies but refers major changes for approval.

5.4 Documentation & Compliance – Maintains structured records, ensuring compliance with policies.

5.5 Customer Service & Stakeholder Engagement – Responds to inquiries and tracks AGM data, escalating complex matters as needed.

5.6 Meeting & Communication Support – Coordinates meetings, prepares agendas, and distributes minutes.

5.5 Website & Community Directory Management – Updates information within established guidelines, referring major changes for approval.

5.6 Accountable for maintaining confidentiality with regard to the tasks performed.

6. Judgement and Decision Making.

6.1 Operates within established procedures but exercises discretion in managing day-to-day bookings, financial transactions, and administrative processes.

6.2 Solve problems in line with procedures and guidelines, through application of experience and professional knowledge - Makes routine decisions related to bookings, customer inquiries, and documentation but escalates complex or sensitive issues to senior staff.

6.3 Identifies and suggests process improvements to enhance efficiency, referring major system changes for approval.

6.4 Seeks guidance for policy interpretations, financial discrepancies, and significant service delivery issues while working independently within role boundaries.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

7.1.1 Ability to provide accurate information to customers.

7.1.2 Demonstrated proficiency in the operation of office and screen-based equipment, particularly Microsoft Office suite, including Office 365, Outlook, Word, Excel, PowerPoint.

7.1.3 The ability to write internal reports and draft correspondence.

7.1.4 Experience in event management, with sporting organisations, or bookings administration.

7.2 Management Skills

7.2.1 Strong organisational and time management skills.

7.2.2 Demonstrated ability to assess situations and events and identify opportunities for improvement.

7.3 Interpersonal Skills

7.3.1 Proven ability to work in a team environment and promote a positive work environment.

7.3.2 Demonstrated ability to communicate effectively and consistently with direct reports and build a culture of open communication.

7.3.3 Strong verbal and written communication skills.

8. Qualifications and Experience

8.1 Previous experience managing facilities, bookings, sporting programs or similar administrative roles.

8.2 Relevant administration and customer service experience.

8.3 Experience in the operation of office and screen-based equipment, particularly Microsoft Office suite, including Office 365, Outlook, Word, Excel, PowerPoint.

9. Key Selection Criteria

9.1 Experience in administration and customer service.

9.2 Ability to prepare standard reports and correspondence.

9.3 Exceptional communication skills, time management and problem solving.

9.4 Well-developed conflict resolution skills and ability to remain calm with competing tasks & priorities.

9.5 Excellent computer skills and proficiency with digital forms, software and programs.

Authorised by:

Director – Community & Infrastructure

Date:

Employee's Signature:

Date: