

Position Title:	Administration and Membership Officer		
Reports to:	Executive Director	Direct Reports:	Nil
Location/s:	Triathlon WA Office – SportsHQ, Floreat		
Employment Status:	Part time, 30 hours per week		
Employment Conditions	- Staff are employed in accordance with the terms and conditions outlined in their contract. - Normal business hours are 9am to 5.00pm, Monday to Friday. This position may involve hours outside normal business hours including weekends, early mornings and evenings on occasion. Employees will be offered time in lieu in line with Triathlon WA policies. - Attendance at pre-determined Triathlon WA events and activities is expected		
About Us	Triathlon WA is a not for profit, member-based organisation which is governed by a volunteer Board of Directors. It is the peak sporting body for triathlon and multisport in Western Australia and is affiliated with AusTriathlon. Triathlon WA's vision is to create a happier, healthier and more connected community through triathlon and multisport experiences.		

Our Expectations

The purpose of the Administration and Membership Officer role is to:

- Deliver efficient and timely administrative support to staff and the office.
- Provide high-quality customer service via phone and email as the first point of contact.
- Assist with membership enquiries, renewals, and database management to ensure a positive member experience.
- Accurately process day-to-day financial transactions, prepare invoices, and assist with regular reporting (in collaboration with the bookkeeper).
- Support HR administration, including maintaining records and compliance registers.
- Provide comprehensive membership support across all pillars of the organisation, including individual members, affiliated clubs, coaches, and technical officials.
- Support the administrative requirements of Triathlon WA events, programs, and membership initiatives.
- Provide hands-on support during Triathlon WA events as required.

Your contribution to our workplace culture is to:

- Be committed to, and at all times, displaying behaviours consistent with Triathlon WA's values which include being;
 - ❖ Engaged
 - ❖ Proactive
 - ❖ Accountable
 - ❖ Inclusive
- Be open minded and embracing of TWA's employees, communities & stakeholders
- Contribute to a safe and healthy workplace at all-times and embrace learning and development

Responsibilities	
Accountabilities	Overview of Tasks
Office Administration	• Respond promptly and professionally to phone and email enquiries. • Maintain efficient filing and record-keeping systems (digital and hard copy). • Order stationery and office supplies as required. • Collect and distribute mail in a timely manner. • Coordinate function and meeting logistics such as venue bookings, catering, ticket sales, attendance lists, and run sheets. • Manage HR administration and record keeping, including training registers, Working With Children Check (WWCC) records, staff credentials and casual staff documentation. • Manage equipment hire and oversee stock and asset management. • Coordinate grant reporting, acquittals and annual report content, including data collection, record keeping and information consolidation to support accurate and timely reporting.
Finance	• Process accounts payable/receivable • Follow up aged debtors and creditors • Process debit/credit card receipts, payment reconciliations, staff reimbursements • Ensure prizemoney and awards are claimed • Support the Executive Director with reporting as required
Membership support	• Maintain and update the membership database, prepare membership reports as required. • Conduct member checks for State Series events and compile results for State Series and Interclub competitions. • Provide exceptional support to members across all pillars - individuals, clubs, coaches, and technical officials - including enquiries, renewals, and benefits. • Work collaboratively with the Community Engagement Coordinator to assist clubs with membership-related queries and growth strategies. • Coordinate and deliver membership activities at Triathlon WA events and industry-related functions. • Represent Triathlon WA professionally at corporate functions and member-facing events.
Event support	• Support the delivery of Triathlon WA events including, but not limited to, Busselton Festival of Triathlon, Every Woman Triathlon, Annual Awards event, AGM, Board and committee meetings • Manage function ticket sales, attendance lists, run sheets • Organise catering requirements for meetings and courses • Maintain event documentation for event planning, record keeping and communication to stakeholders • Attend Triathlon WA events as required

CANDIDATE PROFILE	IDEAL	NICE TO HAVE
YOUR EXPERIENCE		
Excellent customer service	✓	
Proven ability to work in a high paced, active environment	✓	•
Quality administration and time management skills	✓	•
High level Office 365 skills (Word, Excel, Outlook, Powerpoint)	✓	
A good working understanding about financial processing, budgets and a head for numbers	✓	
Administration experience preferred in a similar role		✓
Qualifications in business administration, sports administration or similar		✓
Knowledge of the sports industry	•	✓
ABOUT YOU		
High level attention to detail	✓	•
Friendly and outgoing when talking to customers and stakeholders	✓	•
Strong computer skills, with working knowledge of MS Office suite	✓	•
Ability to prioritise tasks to meet daily, weekly, monthly targets	✓	•
Honest, reliable and disciplined	✓	•
A solution orientated problem solver with a proactive approach and proven initiative	✓	•
You must hold (or be willing to obtain) a current Police Check and Working with Children Check	✓	•