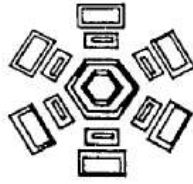


Gunuma
Lodge
Incorporated



Postal address:
PO Box 3396
Belconnen. ACT 2617
Lodge address:
Smiggin Holes NSW 2624

ABN 74 879 009 134

Position Description: Gunuma Administrative Officer (GAO)

We are seeking a computer literate, intelligent, well organised and friendly applicant for the position of Gunuma Administrative Officer (GAO). The role will initially be offered as a three-month contract (probation period), after successful completion of which the position will be offered on a twelve-month contract basis. It is the Committee's intention to review the role and the contract every twelve months.

The position comes with a mobile phone and the Committee's expectations of the GAO are:

- respond to Members telephone enquiries and if necessary direct the Members to the appropriate Committee member who may be able to provide the answer to their enquiry.
- administer the accommodation booking service and system by:
 1. confirming the member's booking, includes the member's guests and changes made through the on-line booking system.
 2. updating the member's database of names and birth dates of member's children
 3. updating the member's database to reflect the payment of their annual subscriptions and their financial status (year paid too).
 4. follow-up outstanding accommodation payments within 4 working days as set out in the booking rules;
 5. banking cheques received into Gunuma's Operational bank account within 3 days of clearing the Gunuma PO box;
 6. issuing annual subscription invoices to members, and
 - a. every three months advise the Membership Secretary who have not paid their outstanding membership fees
 7. issuing new membership numbers to new members approved by the committee
 8. cancelling or transferring memberships on the on-line database approved by the Committee.

- update the Treasurer's spreadsheet each month to reflect split of members payments received by PayPal, Electronic Funds Transfer (EFT), credit card or cheque against invoices generated by the system.
- provide the Treasurer with the monthly Members' credit balances within 10 days of the end of the month.
- liaise with the external provider of the on-line booking system to ensure that the online system is working efficiently and effectively delivering the service to Members, especially after any upgrades.

Experience and Skills Required:

- Experience in administration / hospitality with current booking system roles would be beneficial.
- Demonstrate advanced computer skills including Microsoft Office (excel and word) and experience in the maintenance of online databases.
- Interpersonal Skills related to dealing with Members and managing competing demands.
- Work with limited supervision.
- Time management.

Remuneration:

- The role will involve an average 26 hours per month or 312 hours over 12 months.
- Payment will be \$33.00 (GST included) per hour. The expected total will be \$10,296 pa and will be paid monthly on receipt of an invoice.

Under the contract arrangements it is expected that you will be responsible for:

1. all work set out under the Committee's expectations of the GAO and where there are any significant errors, these should be corrected once known, at your expense.

2. initial contact for existing, new and transfer applications of memberships before being sent to the Membership Secretary for committee consideration.
3. updating the membership on-line database of members (Membership Register) to reflect new, retired, cancelled or transferred memberships.
4. attending the Annual General Meetings (AGM) once a year and Special General meetings as requested.
5. providing the Committee with written monthly workload statistics such as:
 - a. maintain how much time was taken by you to complete each component of the monthly work – see copy of GAO Workload statistics attached;
 - b. lodge occupancy over the month, and
 - c. a summary of any issues that have arisen in that period.
6. in the **Low and Shoulder season within 48 hours and 24 hours in the High season, respectively** responding to Members, Committee and Winter House Managers (WHs) regarding bookings /payment and general enquiries.
7. providing the Treasurer with a valid Tax Invoice with an Australian Business number (ABN) by the end of the month.
8. paying your own taxation.
9. supplying your own computer, printer, internet and resources such as paper and cartridges.
10. paying the appropriate Superannuation Charge.
11. paying the appropriate Workers Compensation.
12. holding insurances for Public Liability, for your house, including holding Gunuma money up to \$1000.
13. your own ongoing training and education.
14. complying with Occupational, Health and Safety requirements of the ACT.

15. complying with all reasonable requests from the President, Vice President, Secretary, Membership Secretary and Treasurer within 5 days.

- **Gunuma Lodge Agrees to:**

1. pay your valid Tax Invoice monthly within receipt of a valid Tax Invoice.
2. supply and update at regular intervals a mobile phone for lodge related matters.
3. pay for the monthly mobile phone to keep in touch with the members and committee.
4. provide training and support.
5. the committee members responding to you within 5 days.

- **Disputes:**

1. where there is a dispute, the dispute is to be referred to the President of Gunuma Lodge Incorporated within 10 days of becoming aware of an issue and it cannot be resolved.
2. where the matter cannot be resolved, it is to be referred to an independent Arbitrator of each party's choice.

- **Termination of Contract:**

The contract may be terminated by either party after giving two months-notice in writing.

- **Annual Reviews:**

The Committee will review the GAO's performance each year, after the probation period of three months, against the agreed services documented in this contract.