



Department of Biodiversity,
Conservation and Attractions

**ROTTNEST
ISLAND
AUTHORITY**

Job Description Form

Position Details

Position Title: Mooring Systems Coordinator	Position Number: RIA3143599	Level: 5
Division: Rottneest Island Authority	Branch: Environment, Heritage and Parks	Section: Parks Services
Employment Agreement: PCA 1992 / PSCA 2024	Location: Fremantle (commuting as required)	Effective Date: 30 March 2026

Our Values

Our values drive the way we make decisions, interact with each other, and work together to achieve results.

 Integrity Commitment to knowing and doing what is right	 Collaboration Commitment to team, partnership and the support of others	 Accountability Commitment to being transparent, taking ownership and personal responsibility	 Respect Commitment to the respect of people, culture and place	 Excellence Commitment to quality, innovation and continuous improvement
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Reporting Relationships

Position Title Manager Park Services	Level/Grade 7	⇐	Position title Senior Ranger Fire and Emergency Services Coordinator Parks Assets and Contracts Coordinator	Level 4 5 5
↑				
Responsible to				
This position				
↑				

Officers under *direct* responsibility

Position Title	Level/Grade	Approx. no. FTEs supervised
Marine Administration Officer	3	
Marine Administration Officer (Technical)	3	

About the Role

The Mooring Systems Coordinator leads a small committed team, who are responsible for the day-to-day operations of the RIA mooring management systems operating within the Rottneest Island Reserve. The position coordinates the configuration, inventory and customer service of the mooring management portal, including the processing of applications for mooring licences, authorised users, annual admissions, domestic commercial vessels access, permits and mooring waitlist. It also coordinates and updates the rental mooring inventory and online booking system

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Individuals undertake their duties and responsibilities in accordance with the department's [Code of Conduct](#), policies and procedures, and relevant Government legislation.

Responsibilities:

Relationship and Team Management

- Working collaboratively and effectively with the Parks Services staff and Visitor Services to help facilitate the on-ground delivery of moorings and boating information for customers
- Managing, coaching, training, and motivating a small busy team of staff to deliver quality customer service to all Rottnest Island customers.
- Liaise with system developers, managers and IT professionals to provide a seamless delivery of online portals and the implementation of improvements and modifications as required.
- Highly developed oral communication and interpersonal skills, and demonstrated experience in effective liaison with external organisations, stakeholders, community interest groups.

Operational and System Management

- Management of the online mooring licensing and rental mooring booking portals and other associated database systems.
- Managing the configuration rates, and inventory for all moorings in the Rottnest Reserve, including those used by the RIA through rental moorings booking portal.
- Management of the data and specifications within the systems to ensure accurate information is provided to staff and customers.
- Ensuring accurate information is provided to staff and customers booking moorings or applying for the Shared Mooring System (SMS) use of private moorings, and other applications within the marine administration responsibilities.
- Ensuring that the management and allocation of private moorings and SMS is carried out in line with current RIA policies, Regulations and guidelines.
- Assist in any review on the management of moorings, including policy development, within the Island's Marine Reserve and take a key role in the planning and implementation of desired outcomes.
- Liaise with external stakeholders to ensure consistency with other West Australian marine users and practices.
- Seek resolution to mooring conflicts, customer queries and complaints.
- Planning of timelines, staffing and procedures based on work demands and seasonal requirements.
- Provide advice to senior management on issues that affect marine visitors to the Reserve.

Other

- Management, development and maintenance of a budget related to a small team of staff and the associated operational costs linked to the mooring management system.
- Undertaking other duties as directed.

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Selection Criteria

Applicants should address the following essential criteria. These should be addressed in no more than 3 pages in total.

1. Substantial experience in the administration and coordination of online licencing and booking systems via online portals, with recent experience working with web-based booking, administration, and payment systems.
2. Proven experience in building, developing, and monitoring the performance of a small customer focused team with high morale, cohesiveness, and exceptional customer service skills.
3. Strong communication skills including the ability to verbally resolve customer service issues in line with RIA guidelines, policies and Regulations.
4. Strong analytical skills, written communication skills and proven experience in report writing and developing technical procedures to regulate and guide the operation of a busy departmental operation. Proficiency in using computer software (including MS office, outlook, databases).
5. Applies and promotes the principles of equity, diversity and work health and safety in the workplace.

The following desirable criteria will be assessed as required:

7. Ability to interpret and implement legislation.
8. Understanding of moorings infrastructure.
9. Knowledge of ArcGIS mapping system.

Behaviour Expectations [Leadership Expectations](#) provides a common understanding of the mindset and expected leadership behaviours for all public sector employees. The expected behaviours for this role is [Leading Others](#).

Other position-related information (only relevant ones will be populated)

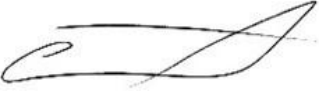

Position Status - Permanent <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No FTE: 1
National Police Check <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No For more information refer to the department’s guidelines on National Police checks .
Current WA Driver’s Licence or equivalent (only specify yes if a drivers licence is required for appointment to the position) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Medical Assessment <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Working with Children <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If this position works with children, refer to http://www.checkwwc.wa.gov.au/checkwwc/WWC+Check/
Allowance and Special Conditions <input type="checkbox"/> District Allowance <input type="checkbox"/> Air Conditioning <input type="checkbox"/> Ranger Leave (Rangers only) <input type="checkbox"/> North West Leave <input type="checkbox"/> No Fixed Hours (Rangers only) <input type="checkbox"/> Other (Please specify)

OFFICIAL

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Certification

The details contained in this document are an accurate reflection of position.

Division Head	Executive Director
Signature: 	Signature: 
Date: 27/03/2026	Date: 30 March 2026