

Job Description Form

1. Position Details

Position Title Marine Administration Manager			Position Number RIA3143599
Level/Grade 4 or 5	Specified Calling Level	Agreement PSCSAGA 2021	Effective Date 21 February 2022
Division Rottneest Island Authority		Branch Environment, Heritage and Parks	
Section Park Services		Location Fremantle (commuting as required)	

2. Reporting Relationships

Position Title Director Environment, Heritage & Parks	Level/Grade Level 8	
↑		
Responsible to		Other offices reporting directly to this office
Position Title Park Services Manager	Level/Grade Level 6	← Position title Senior Ranger Fire and Emergency Services Coordinator
↑		Level/Grade 4 5
Responsible to		
This position		
↑		
Officers under direct responsibility		
Position Title Marine Administrator Officer Marine Administration Assistant Marine Administration Officer	Level/Grade 3 2 1	Approx. no. FTEs supervised

3. Role and Scope

This is a brief outline of the key responsibilities and scope. Scope may include the level of guidance under which the job operates, range of assignments, and influence on results for the work function or program:

<p>The Marine Administration Manager 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 systems, 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</p>
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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.

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4. Responsibilities of the Position and Broad Outline of Duties

The proportion of time likely to be spent on each function or duty may, if appropriate, be indicated as a percentage (%).

Key responsibilities are:

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

- Managing the configuration and inventory used by the RIA for the rental moorings booking portal. Management of the online portal data and specifications within the systems to ensure accurate information is provided to staff and customers.
- Management of the current RIA marine databases, and the online mooring management and rental mooring systems.
- Managing the configuration, rates, and inventory for all moorings in the Rottnest Reserve.
- Ensuring accurate information is provided to staff and customers booking moorings or applying for the 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.
- Oversee the transition of the existing mooring management system database to an online customer focussed portal.
- 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.

5. Selection Criteria

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In the context of the duties and responsibilities of the position, the following selection criteria apply. All criteria are essential unless specified otherwise.

Applicants should address the following essential criteria. These should be addressed in no more than three (3) pages in total. The desirable criteria will be assessed at some stage during the selection process.

Essential

1. Considerable (Level 4) or substantial (Level 5) 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 and proven experience of report writing and developing technical procedures to regulate and guide the operation of a busy departmental operation.
5. Highly developed written communication skills including a demonstrated proficiency in using computer software (including MS office, outlook, databases).

Desirable

6. Ability to interpret and implement legislation
7. Recent experience in the utilisation and configuration of a computer-based booking management system,
8. Understanding of moorings infrastructure
9. Knowledge of ArcGIS mapping system
10. Behaviour that reflects **Integrity, Collaboration, Accountability, Respect and Excellence**

Values

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

Our five core values — **Integrity, Collaboration, Accountability, Respect and Excellence** — represent our commitment to a professional and inclusive workplace culture we can all enjoy. For the purposes of this recruitment process, behaviours that reflect these values are included as **Desirable** selection criteria for this position.

Information on whether appointment to this position is subject to a satisfactory Working with Children or National Police check is included in Section 6 of this form.

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6. Other

Position Status Does the position form part of the permanent structure?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Full Time Equivalent (FTE) Full time hours = 1 FTE. Write part time hours as a proportion of 1 e.g. 0.6 FTE if 3 days per week i.e. 60% of full time hours.	1		
Allowances and Special Conditions Applicable allowances and special conditions are checked with an 'x' in the appropriate box.	<input type="checkbox"/> District Allowance	<input type="checkbox"/> North West Leave	
	<input type="checkbox"/> Air Conditioning	<input type="checkbox"/> No Fixed Hours (Rangers only)	
	<input type="checkbox"/> Ranger Leave (Rangers only)	<input type="checkbox"/> Other - Please specify below:	
Specialised Equipment Operated Specify type of equipment e.g. 4WD.			
Working With Children Specify if appointment to this position is subject to a satisfactory Working with Children check – if this position works with children, refer to https://workingwithchildren.wa.gov.au/about/categories-of-child-related-work for information on whether a check is required. If yes, applicants may be asked to provide a WWC check.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
National Police Check Specify if appointment to this position is subject to a satisfactory National Police check. If yes, applicants may be asked to obtain a National Police Certificate . For more information refer to the department's guidelines on National Police checks .	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

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7. Certification

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

Division Head	Executive Director
Signature: 	Signature: 
Date: 28/02/22	Date: 01/03/2022